

## **Drusilla's Shepherd's Huts: Booking Terms And Conditions**

### **Payment Details**

For all bookings we require a deposit of the cost of the first night of your stay. We will send you an email or letter confirming the booking. The balance is due on departure. We accept the following forms of payment: cash, cheque, debit card or credit card (we accept Visa and Mastercard). Prices are per hut per night including linen and heating but not including breakfast (unless specified) – breakfast is available for an additional charge. Each hut sleeps a maximum of 2 adults, a young child may also share a hut by prior arrangement. Children under 16 are not allowed to sleep in a hut unsupervised. There is no charge to park.

### **Cancellation**

In the unlikely event of your booking being cancelled or curtailed, we are entitled by law to charge for booked accommodation not taken up. If cancellation occurs within 14 days of arrival a cancellation fee of £30.00 per hut will be charged against the card details provided. Cancellation within 48hrs of arrival (or non-arrival or curtailment of stay) will result in the full amount being charged. We will endeavor to re-let the accommodation on your behalf and, if successful, will refund the cost less the cancellation fee of £30.00. Deposits are non-returnable if cancellation occurs within 14 days of arrival and we are unable to re-let the accommodation. To avoid misunderstanding, we recommend all our guests to insure against cancellation.

### **Non-availability**

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

### **Arrival & Departure**

Your accommodation is available to you from 3pm on the day of arrival, unless otherwise arranged. Please be ready to leave your accommodation by 10.30am on the day of departure, unless otherwise arranged. Your bill for the accommodation and any extras or services taken during your stay is payable on departure.

### **Damages and Breakages**

**You are responsible and liable for any breakages or damages which you or any member of your party cause to the accommodation or its contents and for leaving the accommodation unreasonably dirty. Please report any damages as soon as they occur. We do not normally charge for minor breakages, but we reserve the right to make a charge to the guest's credit/ debit card, or we may send you an invoice, for repair or making good if the damage or breakage is significant or additional cleaning charges are incurred.**

### **Parking**

**Cars must be parked in the car park and not next to the huts.**

### **Liability**

**We do not accept liability for damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment. We expect guests to exercise good sense whilst on our property and in particular to take care not to trip or slip especially in inclement weather conditions.**

### **Children**

**Children under 16 are not allowed to be in a hut unsupervised. We do not offer any child reductions.**

### **Pets**

**Due to the space available we regret that whilst we welcome well behaved dogs at Drusilla's dogs are not permitted to stay in a hut (with the exception of guide dogs or hearing dogs).**

### **Data**

**Any data gathered during the course of your booking may be held on computer. We execute appropriate protection of all personal information provided and we will not share your information with other parties.**