

# **Booking Terms & Conditions**

## **Payment**

Bookings will only be confirmed upon payment of **£150** non-refundable deposit.

Full payment is due four weeks prior to the start of your holiday, failure to pay will result in the cancellation of your booking therefore allowing us to re-let the property for the same period. Please refer to the cancellation section below.

Where bookings are made within 28 days of the start date and the full amount is paid without deposit, **£150** of the payment will be held as an equivalent non-refundable deposit.

Payments can be made by 3 methods. The first two are electronic via the website, by Stripe (similar to PayPal), or by Direct payment into our account. Direct payments are to E W Bowser & Son Ltd, Account Number 04603184, Sort Code 51-81-08.

Alternatively you can pay by cheque. Please make cheques payable to 'E W Bowser & Son Ltd' and send to The Estate Office, Lusby Road, Hareby, Spilsby, Lincs. PE23 4HT

## **Repeat Customer Discount Codes**

These codes are issued for the use of returning customers only. Where they are used without permission the bookings will be cancelled and made available to other customers. These codes may be withdrawn at any time.

## **Cancellations**

We reserve the right to refuse any booking. Should this happen a full refund will be made unless this is due to non-payment by the customer where the provisions below for cancellations less than 28 days apply.

Should a double-booking situation arise from a property being booked through an agency at the same time we will offer alternative accommodation / dates wherever possible. Where this does not meet with the customers full satisfaction a refund will be made.

For cancellations by the customer due to ill health or unforeseen circumstances we must be notified as soon as possible in order that we can try to re-let the property. If successfully re-let your full payment will be returned less the deposit and short notice cancellation charge if applicable.

### **Standard Cancellation Provisions:**

If the cancellation is more than 28 days before the booking start date we will refund the full amount less £150 deposit.

If the cancellation is less than 28 days but more than 14 days before the booking start date and you have paid a deposit we will refund the balance and retain the deposit. If the cancellation is less than 28 days and you have not paid a deposit we will refund the amount paid less £150 as an equivalent non-refundable deposit.

Short Notice Cancellation Charge:

If the cancellation is 14 days or less prior to the booking start date a Short Notice Cancellation Charge of £150 will also be taken in addition to the non-refundable deposit.

Please note that in all cases the deposit is non-refundable.

## **Arrival & Key Collection**

The property will be ready by **4pm** on the day of arrival.

We do not have a formal welcome procedure however the property will be prepared for you in the hours before you arrive.

Full booking information is sent out after full payment has been made. We try to ensure that this is a minimum of 2 weeks prior to your stay.

## **Departure**

We ask that you vacate the property by **10am** on the day of departure to allow the cleaners to carry out their work. Please keep the property clean and tidy ensuring that all recyclable and domestic waste is collected up and placed in the correct wheelie bins provided.

## **Damage to Property**

We aim to provide a meticulous service for all our guests so that the property can be appreciated at its best. We strongly request that any damage or breakages are reported to us at the end of the stay. All guests are liable for payment of replacements and repairs.

## **Accessibility**

Kingfisher Lodge and Ramsden Hall have obtained a Mobility 1 rating as classified by the National Accessible Scheme and detailed on our website. All properties including the Courtyard are easy walking access and designed to Mobility 1 & 2 layout.

A full Accessibility Statement for each property is available to download on the accommodation pages of the website in order for you to clarify internal/external arrangements prior to your stay.

## **Pets**

To ensure the comfort of all guests, some of whom may suffer from allergies, we regret that we are not able to allow pets within the properties.

## **No Smoking**

We regret that we do not permit smoking at the properties.

## **Private Fishing - Kingfisher Lodge Only**

We request that all fish are returned including trout and that the bigger fish are not kept in nets for lengthy periods of time. We also request that all kit is disinfected to avoid infection. Please note that we do not permit vehicular access off road and that whilst fishing appropriate life jackets/approved safety devices must be worn.

## **Liability**

We take every care to assess and ensure the property is a safe environment and acknowledge our duty of care to our guests, however each guest their own duty of care for their own safety. In particular in this instance we ask that all guests respect the safety advice given in respect of Alder Valley Lake at Hagworthingham and the Working Farm at Hareby as detailed in the guest information folder.