

## **Terms & Conditions**

**Our terms and conditions describe our policies and procedures and outline the contractual relationship between you and Wylde Goose Holidays.**

### **Bookings**

When making a booking you are entering into a contract with Wylde Goose Holidays. Before doing so we request that you please read our terms and conditions set out below. The person booking the accommodation must be over 18 years of age and agree that your booking is for the sole purpose of providing self-catered holiday accommodation. Upon booking it is assumed that all members of your party agree to the terms and conditions.

We can accept bookings via our website, email, or phone.

A 25% non-refundable deposit is required to secure your booking. We will then send a booking confirmation to you confirming your booking and any monies paid. Please check the confirmation and advise us immediately of any required amendments.

Should we believe that a booking is in breach of our terms and conditions we do reserve the right to cancel the booking and will notify you in writing.

### **Payments**

A 25% non-refundable deposit is required immediately to secure your booking with the balance due 6 weeks (42 days) before your arrival date for which we will contact you.

Should you book within 6 weeks (42 days) of your arrival date then the full amount is due upon booking and is non-refundable.

A refundable security/damage deposit will also be due with your balance 6 weeks (42 days) prior to your arrival date. We will hold this security deposit to be applied against the reasonable cleaning and/or replacement of the property, furnishings, fixtures and fittings should the property not be left in an acceptable state upon departure.

We will return the security/ damage deposit to you within 14 days of your departure, less any deductions in accordance with the conditions listed above.

Please note we only accept card payments and BACS transfers. Regrettably, we cannot accept cash or cheque as payment for your booking.

If you do not pay your remaining balance upon request as stipulated above, then we reserve the right to cancel your booking and any monies paid will be non-refundable. Should we have to cancel your booking for any reason then we will refund all monies paid.

### **Cancellations**

Should you wish to cancel your booking please inform us as soon as possible. Alternatively, should you wish to make any alterations please inform us within 30 days of your booking.

For all bookings we do recommend that you take out an appropriate travel insurance policy. Please note we do not provide travel insurance nor endorse any providers.

### **COVID Cancellation policy**

Should we be closed because of a national lockdown then we can offer a credit of the amount paid to be used within 24 months of your booking or alternatively a refund of any monies paid. This would also apply should you legally not be allowed to travel because of local restrictions in your area (i.e. tier system) according to current legislation at the time.

The above only covers local and national lockdowns. It does NOT cover you or any members of your party should you be unable to travel if any one of you were to fall ill with COVID or have to self-isolate. In this instance we would require that you take out relevant travel insurance and our standard cancellation policy would then apply.

### **Standard Cancellation Policy**

If the booking is cancelled, not because of local or national government lockdowns, less than 6 weeks (42 days) before arrival then a charge equal to the full booking amount will be made. If the booking is cancelled 6 or more weeks before arrival then a charge equal to 25% of the stay will be made.

We do advise in such an instance that you take our relevant travel insurance to cover you for the above.

If you must cut short your stay, regrettably we cannot offer any refund unless we can re-let your booking.

Should we be able to re-let your booking, either all or in part, we will refund the amount we have re-sold accordingly (i.e. should you have booked 7 nights and we have re-sold 4 nights then we will refund the 4-night amount).

### **Unforeseeable events**

Please note Wylde Goose Holidays cannot be held legally responsible for any compensation should we fail to carry out our responsibilities to you as part of our contract from any events beyond our control including floods, acts of terrorism, fire, malicious damage, sudden accidents, breakdown of equipment, war or riot.

### **Checking in and out**

Check in time is no earlier than **16:00** (UK time). This allows us to thoroughly clean and prepare each cottage in between guests.

Check out is no later than **10:00** (UK time) to allow us to prepare for incoming arrivals.

Before arriving on the property please ensure you have checked on your booking confirmation about how to gain entry to the cottage. We also request that you read all the information in your welcome guide. The links to these will be emailed to you before your stay commences.

### **Smoking**

Please note that all of our properties have a strict **no smoking/vaping policy**. This includes outside the property.

### **Parking**

Our properties have ample parking for multiple cars in an off road location. Unfortunately, we

cannot be held responsible for any damage to vehicles or personally because of cars anywhere on our property.

### **Facilities**

Our facilities are available for our guests to use and enjoy. Please do so responsibly and consider other guests. Please note they are unsupervised therefore used at your own risk. We cannot accept liability for any damage or injury caused through misuse of our facilities. Unfortunately, we cannot allow our facilities to be used by those not staying with us.

- Our garden area is yours to enjoy for the duration of your stay. We respectfully ask that you do not stray from these areas onto the surrounding land unless on a designated footpath.
- Our barn has a BBQ and pizza oven for guests to use. Please ensure you clean after each use and leave it as you found it, ready for the next guests to enjoy. If left requiring cleaning then this will be deducted from your security deposit. We cannot allow fire pits, fireworks, lanterns, or any portable gas appliances for safety reasons.
- If you have chosen the option to hire a hot tub for the duration of your stay then please make sure that you have made contact with the hire company prior to your stay to arrange for payment to be made directly to them. If any problems should arise with the hot tub during your stay then please contact the hire company directly as this is an agreement you have undertaken with them and we cannot accept liability for any damage or injury caused through misuse of the hot tub.

### **Property safety**

The properties are both located near a working farm and are surrounded by farmland so there will be seasonal tractor work and animals nearby. All guests need to take care when around the site. Please respect all signs and stay well away from any 'private areas', the signs are there for your own safety. Please ensure that children are always supervised and that all guests stay alert to farm traffic (tractors/quads etc.) which may move around the site.

Livestock in both the fields should be dealt with caution and only viewed at a safe distance.

### **The Properties**

Our properties are carefully prepared for your arrival. Should you have any queries please do not hesitate to contact us where we will gladly assist. Unfortunately, we cannot be held legally responsible for any issues which are beyond our control and we cannot fix during your stay. We will endeavour to assist where we can and ensure that we appropriately remedy the situation.

We provide all bed linen and a set of towels per guest. We also provide a welcome pack including toilet rolls, a bin bag, tea towel, oven glove, dishwasher tablets, hand soap and washing up liquid, plus a few extra treats. We do provide cleaning products in cottages but for safety reasons should be stored away from the reach of children.

Cots and highchairs are available for use upon request however we politely ask that you bring cot bedding.

Our properties have a maximum occupancy. Should we find additional guests over and above the original booked numbers we reserve the right to ask them to leave, unless pre-agreed.

**Pets**

The Barn at Wylde Goose does not accept pets.

Wylde Goose Farm can accept 2 dogs that must remain downstairs at all times. Please clean up after your dogs.

**Damages**

Please inform us immediately of any damages. Regrettably, we may have to incur additional charges depending upon the nature of the damage including additional cleaning charges or the cost to repair or replace.

The property is in a rural location for couples, friends, and families to enjoy. We cannot accept bookings for hen or stag parties. We politely ask that you always respect the nearby neighbours during your stay and ask that you do not make loud noise outside after 10pm. Should we feel that your behaviour is unreasonable then we may, regrettably, request that you and your party leave. In this instance, no monies will be refunded.

**WIFI and internet use**

Our WIFI is free of charge and can be accessed by all guests. Due to our rural location, signal may not always be as strong as city locations however should you encounter any issues please contact us and we will endeavour to assist. Occasionally, we may be affected by larger service issues out with our control (area network outages etc.) however we will make you aware as soon as we do should this occur.

Should you use our WIFI we request that upon departure you sign out of all accounts on our devices. We also ask that you use our internet accordingly and within the law. We cannot be held legally responsible for any misuse of internet on our premises.

**Website and data**

Please refer to our privacy policy regarding data we hold and how we use it.

We do endeavour to keep our website as up to date as possible. We may, on occasion, make alterations and improvements. We cannot make any guarantees that our website is accurate or up to date at all times.