

Booking

These Terms and Conditions (T&Cs) are governed by UK Law and apply to all booking made whether by telephone, e-mail, letter or in person. Any booking made, whether verbal or in writing becomes a legally binding contract once a confirmation is received by the booking party from Holwell Bungalow, either verbal or in writing (if time permits). The booking party must be able to enter into a legally binding contract and be over 18 years of age to make a booking. By making a booking the party is deemed to have accepted these T&Cs. When accommodation is reserved in advance by one person on behalf of another, or for a group of people, the person making the booking is responsible for adhering to the booking terms and conditions and accepts financial responsibility in the event of a cancellation, unless the other parties make payment in advance.

Acceptance of Booking

A booking whether via e-mail, letter or by telephone, must be accompanied by a non-refundable deposit equivalent to the cost of the first nights accommodation.

Bookings will be held provisionally for 5 days to allow time for the deposit to arrive.

The booking is complete once the booking party has received written (if time permits), or verbal confirmation from Holwell Bungalow (the Confirmation of Booking) and following receipt of the agreed deposit.

Cancellations and Refunds

In the event of any cancellation, or part cancellation, or failure to arrive by any, or all, of the guests, on the agreed date, for whatever reason including illness, a cancellation charge may be levied dependent on the number of days notice given.

Levies are as follows:

Up to 3 days = 100% 3 - 7 days = 50% 7-14 days = 25%

Please note any deposit received is non-refundable. The cancellation charges will be levied against any outstanding balances.

In the event of cancelled rooms being wholly, or partially, re-let then the levied cancellation charge will be wholly, or partially, refunded.

If only part of the booking is cancelled then the cancellation charge will be levied against the length of stay cancelled from the original booking. In the event of the rooms being wholly, or partially, re-let then the levied cancellation charge will be wholly, or partially, refunded.

Amendments

To amend a booking call Holwell Bungalow (+44 (0) 1645 221357) as soon as possible. Please read the 'cancellations and refunds' policy for possible charges. Deposits are non-refundable but may be carried forward at our discretion.

Non-availability

Holwell Bungalow would only cancel your booking if the

accommodation, or allocated room, was unavailable for reasons beyond our control. Holwell Bungalow would attempt to offer alternative accommodation, or room. However, if this is not possible, or acceptable to the booking party, then all monies paid already would be refunded. Holwell Bungalow's liability would not extend beyond the refund.

Insurance

It is strongly recommended that the booking party/guest takes out Travel Insurance to cover cancellation charges and loss or damage to baggage, personal effects and money.

Arrival and Departure

Check In

Accommodation is available between 16:00 – 21:00 on the day of arrival, unless otherwise arranged.

Rooms may not be ready for early check-ins but room keys may be collected and luggage left by prior arrangement.

Check Out (keys)

Rooms should be vacated by 10:30 on the day of departure. Any outstanding monies owed should be paid at the time of departure and keys should either be left in the room or given to the proprietor.

Lost keys and fobs will be charged or invoiced up to £50.00 to cover replacement of any door locks and key cutting as required.

Payment

Payment can be made by sterling cash, credit/debit cards and/or sterling cheques.

Prices/Tariffs

Holwell Bungalow reserves the right to amend prices as seen in published information without prior notice.

Prices charged will be as quoted upon booking and confirmation.

Conditions of Stay

Damage and Nuisance

Consider the comfort of other guests. Holwell Bungalow reserves the right to terminate any booking without notice and without refund where members of the booking party engage in unacceptable behaviour that causes nuisance or disturbance to other parties. If this situation occurs the booking party will be required to pay in full all monies owed, including payment for any damage, loss of income, extra cleaning or room closure caused by the nuisance. If a room requires quarantine because of an incident then the booking party is required to pay two thirds of the room tariff for the duration of the closure.

The booking party is responsible and liable for any breakages or damage caused to the accommodation or car park by the party during the stay. If the damage is not reported by the time of departure then the party may be invoiced for any repairs to make good the damage.

Faults and Complaints

Holwell Bungalow takes every care to prepare the property to a standard whereby guests will enjoy their stay. Rooms are serviced daily.

If a problem or cause for complaint arises then it should be reported immediately. Every effort will then be made to rectify the situation. Any complaints received after departure or in an untimely manner will not be accepted.

Pets

There are no facilities for the accommodation of pets at Holwell Bungalow. However, assistance dogs may be accommodated.

General

Take-Away meals are not allowed in any bedroom. The dining room may be used on request.

No person under the age of 18 shall stay in the accommodation without a parent or guardian.

No person suffering from an infectious disease/condition shall stay in the accommodation.

Accessibility

Holwell Bungalow's Access Statement can be found on the website www.holwellbungalow.com

Copies are available on request.

Liabilities

Every attempt is made by the proprietor to ensure a safe and secure stay at Holwell Bungalow. Other than for death or personal injury caused by the negligence of Holwell Bungalow, Holwell Bungalow's liability to the Client is limited to the price of the booking. We do not accept any liability for damage, loss or injury to any member of the booking party or any vehicles or possessions during the stay on Holwell Bungalow premises including the car park.

Data Protection

Any data gathered during the course of any booking may be held on computer for use by Holwell Bungalow only. Holwell Bungalow will not disclose or sell information to third parties.

Holwell Bungalow may from time to time issue offers/newsletters via e-mail or post. Anyone not wishing to receive such information can contact Holwell Bungalow to unsubscribe.

On entering the premises of Holwell Bungalow, or on receipt of the Confirmation of Booking, guest(s) and members of the guests party, have accepted the Terms and Conditions outlined by Holwell Bungalow.. T&Cs can be found on the website <http://www.holwellbungalow.com/> and in the Guest Information folders in all bedrooms. Large print copies are available on request.

T&Cs effective from April 2014 and may change without prior notification.