

the healthy home

Retreat

TERMS AND CONDITIONS

Booking Terms and Conditions

1. THE CONTRACT

The Contract for a short-term holiday rental will be between the Healthy Home Retreat (referred to as “us” or “we”) and the person making the booking and all members of the holiday party (referred to as “you” or “your”) in the following booking conditions. UK Law will govern the Contract. The contract of hire is not effective until we have processed the deposit. The contract will be subject to these booking conditions, and must be complied with. The party leader must be at least 18 years of age at the time of booking and prior to arrival we must be provided with a list containing the names and ages and contact details of all guests.

2. PAYMENT

Bookings are **CONFIRMED** on receipt of the deposit of 50% of the holiday cost. The deposit must be paid within 3 days of the booking being placed, to secure the booking. The balance of the rental will be due for payment 8 weeks / 56 Days prior to the holiday commencement date.

3. CANCELLATION

Cancellations must be notified to us by phone and email and once received in writing we will confirm the cancellation request. **All cancellations incur a one-time non-refundable booking administration fee of 10% of the cost of the rental.**

We will only refund any monies paid under the following conditions:

- **Bookings placed AFTER the 1st Nov 2020** have **Cancellation Protection** cover under our **Master Cancel Policy** if you cancel between 60 days and 2 days prior to arrival.



- **Bookings placed BEFORE the 1st Nov 2020** are not cancellation protected and if the property cannot be re-let you remain responsible for the deposit and there will not be a refund. If the property can be re-let, any monies paid that are refunded will be minus the 10% booking administration fee, and this will be refunded at the check-out date of the original booking. From 8 weeks / 56 days before check-in to the day of check-in you are responsible for the full rent, and there will be no refund unless we are able to re-let your dates, in which case depending on the value of the replacement booking, minus the 10% booking administration fee, will be reimbursed at the check-out date of the original booking or replacement booking, whichever has the later arrival date.

FOR THE PERIOD 60 DAYS PRIOR TO 2 DAYS PRIOR

If you cancel from 60 days up to and including 2 days before check-in date, you will receive a full refund of the accommodation costs you have paid minus the 10% booking administration fee deduction. Refund

payment for cancelled booking will be released back to the cancelling guest within seven days. Cancellations made 1 day prior to, or on the day of check-in will not be eligible for refund:

For example, for a check-in on Friday you could cancel the prior Wednesday before 17.00 and be reimbursed in full, but not on Thursday (1 day prior) or Friday (day of check-in).

For this reason, **we strongly recommend you take out your own travel insurance for UK holidays which covers booking cancellations** and will give you the peace of mind that you will get your money back for any unforeseen circumstances causing you to cancel your holiday. **If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.**

FOR THE PERIOD FROM DATE OF BOOKING TO 60 DAYS PRIOR

Additionally, the Healthy Home Retreat provides fully flexible cancellation for bookings from the date that the booking is placed to 61 days prior to arrival. We will refund all monies paid, minus the 10% booking administration fee deduction, upon receiving written confirmation of cancellation within seven days. After this date, any refund applicable would be made under the Mastercancel policy.

FOR THE PERIOD 2 DAYS PRIOR TO CHECK IN

The period for 2 days (48 hours) prior to Check in date and time is **NOT COVERED** by the Mastercancel policy, and no refund of any amount would be made under any circumstances. **For this reason, we strongly recommend you take out your own travel insurance for UK holidays which covers booking cancellations.** This will give you the peace of mind that you will get your money back if you need to cancel your holiday at almost the last minute. **If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.**

4. CIRCUMSTANCES BEYOND THE CONTROL OF THE OWNER

If for any reason we are unable to provide the accommodation, we would request that you cancel the booking and the above CANCELLATION terms apply.

If we have to terminate your holiday early you will be refunded part of the booking fee based on the time remaining of the booking. No additional compensation, expenses or costs will be payable.

5. PERIOD OF HIRE

The normal arrival check-in time is 4pm, but during the Covid 19 era additional cleaning and preparation is required, hence we kindly ask you to arrive at 5pm on the commencement date, (earlier arrivals are strictly by arrangement only). Departure time is 10am (later departures are strictly by arrangement only). You must not use the property except for the purpose of a holiday during the holiday period, and not for any other purpose or longer period. The agreement to stay in the property for the holiday period, does not create the relationship of Landlord and Tenant between the parties. You shall not be entitled to a new tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or at the end of the Holiday Period.

6. NUMBER OF PERSONS USING THE PROPERTY

Under no circumstances may more than the maximum number of persons stated on the web site occupy the property unless agreed at the time of booking or by prior agreement by ourselves before the arrival date. We reserve the right to refuse admittance if this condition is not observed. Any persons other than members of your party must not use the facilities at the Healthy Home Retreat, unless by prior agreement and at an additional cost.

7. LIABILITY

The Healthy Home Retreat, its employees and representatives shall not be liable to you or your party for

loss or damage to property howsoever arising. You must take all necessary steps to safeguard yourselves and your property.

8. CARE OF THE PROPERTY

You are responsible for the property and are expected to take all reasonable care of its furniture, pictures, fittings and effects, in or on the property. You must leave them in the same state of repair, and in a reasonable clean and tidy condition at the end of the rental period. This includes depositing rubbish and recycling in the bins, and leaving the kitchen free of used crockery, cutlery and pans. You must not use the properties for any dangerous, offensive, noxious, noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or other neighbouring properties.. Any damages will have to be paid for in full.

9. HOUSE RULES

Smoking is not allowed inside the property. No pets are allowed in the property: we keep the house with as few allergens as possible. Please do not wear outside shoes within the house: the majority of our floors are natural wood, so we recommend bringing light soled inside shoes/slippers.

10. DAMAGES & BREAKAGES

You are legally bound to reimburse us for replacement, repair or extra cleaning costs on demand.

11. WIFI

Wi-Fi is provided for the guest's reasonable use. The guest agrees to reasonable and lawful usage of this service.

12. RIGHT OF ENTRY

We shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance, observing social distancing rules and UK Government current Covid restriction advice and guidelines.

13. COMPLAINTS

Every effort has been made to ensure that you have an enjoyable stay. However, if you have any problem or cause for complaint, it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you to return.

14. DATA PRIVACY STATEMENT

Visitors to our website can be assured that the protection of privacy and confidentiality are given the highest priority. Personal information collected is held and used in strict compliance with the Data Protection Act 1998.

Use of Information

The information collected may be used to contact you with further details of our current activities or to send details of future initiatives or events. It may also be used for research purposes. You can inform us at any time if you no longer require such information to be sent. We treat any data collected during the course of making bookings or dealing with enquiries in strict confidence. Your data will never be sold. If at any time you would like your details removed from the list of future events please contact us debra@thehealthyhome.com and we will arrange for you to be removed from the database.

Third Party Disclosure

We will NEVER pass any personal information on to any third party without your consent.

Data Security

We take appropriate measures to safeguard the information we hold from unauthorised access or improper use. Our database is stored in a secure, password protected location. Only users authorised by us have access to this data.

Integrity of Data

We take all reasonable measures to ensure that the information we hold is accurate. In particular we use reliable collection methods and destroy or convert to an anonymous form, any out-of-date data. Individuals may request details of all personal information held by us so as to contest inaccurate or incomplete data, verify the information and have it corrected as appropriate.

Our website is not targeted at children but in any event personal information will not knowingly be collected from children under fourteen years without parental consent.

Any queries relating to our collection or use of personal information should be addressed to debra@thehealthyhome.com

