

Log Cabin and Shepherds Hideaway Terms and Conditions & House Rules

These Booking Terms apply to the business named Fourwinds Leisure (under the "Booking with" section of the Booking Confirmation and the "Provider Information" in the confirmation correspondence) our officers, employees and agents ("We"/"Us"/"Our") and the person or legal entity making the Booking or to whom We supply services in respect of the Booking ("You/Your"). These Booking Terms are governed by English law and apply to all Bookings except where We agree in writing other terms. By making a Booking You are deemed to accept these Booking Terms.

Adherence to Terms

The owners have a right to terminate a booking without refund if guests do not adhere to our terms, conditions, policies and house rules or behave in anyway that is abusive, dangerous and generally unacceptable to any other guest or member of staff.

Booking, Deposit, Payment & Cancellation

Bookings are made and a contract between You and Us comes into effect when We accept a reservation from You. We will accept a reservation when We have confirmed Your reservation by email, letter or text and received a deposit or card details to secure the booking as per our confirmation to you. **Full payment for complete booking period and number of people or agreed supplements is as per the booking agent terms or our confirmation email to you if booked directly with us**. Bookings must be paid for using an acceptable and valid credit or debit card. Failure to pay the remaining balance by the due date may result in us cancelling your booking and retaining your deposit. Our booking fee does not include holiday insurance and we therefore strongly recommend you take cancellation insurance for your holiday. If for any extraordinary reason, we have to cancel your booking after full payment is made for your booking we will refund all monies received.

Damages, repairs, inspection

You (as the lead guest) are responsible and liable for any breakages or damages which you or any member of your party cause to the accommodation or its contents. Please report these 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. We may make an additional charge if you did not report this. Although we will not normally enter the cabin when occupied, we reserve the right of entry at all reasonable times for purpose of inspection or carry out any repairs or maintenance.

Equipment provided

We provide a 2 ring hob in the Cabin and 1 ring hob in the Shepherds Hideaway, fridge with small icebox, microwave (no oven), toaster, kettle, cooking utensils, cutlery, plates, bowls and mugs. Also supplied are bedding and towels which are changed on a weekly basis, should your stay be longer than a week. We also supply cleaning equipment and ask that you keep the cabin clean through your stay. A TV with built in DVD is provided along with table and chairs and seating. Electricity, water and heating are provided free of charge.

Use of contents and equipment

We respectfully ask that you treat the contents and equipment with care, in particular - no furniture, bedding, plates, cutlery is to be removed from the cabin, all fixtures and fittings must be used solely for their intended purpose, no barbeque lighting equipment or any item which may cause any damage to the cabin are allowed inside. The cabin is strictly no smoking and guests are asked to smoke outside (an ashtray is provided outside). In the spirit of our eco values, we ask that you are mindful of not wasting water or electricity. We also ask that you adhere to our recycling policy which is provided on arrival and dispose of your rubbish in the bins provided.

Parking

Guests are requested to follow instructions regarding parking – if the ground is deemed as too soft by the cabin, for vehicular access we will ask you to park in the general parking area. If you need assistance in carrying any luggage or bags to the cabin we are very happy to help.

Lost keys

A £10 surcharge will be applied for each lost key.

Pets

Up to 2 well behaved dogs are permitted (by prior arrangement) in the Log Cabin only (sorry not in the Shepherds Hideaway). Please note that they are not to be left unattended in the cabin and are not allowed on any furniture. We charge a £10 per stay per dog, but in the unlikely event that there is any damage caused by your pet or additional cleaning required, we will make an additional charge to rectify. To help you, help us keep the cabin fresh for everyone, we will supply a dog towel, bucket and sponge to wipe down dirty paws and fur.

Children

Are welcome at Fourwinds, but must be under supervision at all times by parents or adult carers with particular emphasis on safety of themselves and others and respect for other guests privacy and belongings.

Noise

Guests are expected to be considerate of others by keeping noise to a minimum generally and especially at night. Televisions and music must be at acceptably lower levels after 10.30pm.

Smoking

We remind guests that it is against the law to smoke in common areas and inside at Fourwinds and smoking is prohibited anywhere inside the building. Containers with sand or ashtrays are located outside the buildings to accommodate guests that wish to smoke. Guests must ensure that cigarettes/cigars are extinguished properly.

Access and mobility

We have an access statement available, please ask if you would like a copy. It is also published on our website

Safety and Security

Guests must follow instructions with regards to safety of selves and others at all times. Guests are expected to make themselves aware of fire evacuation procedures, and not undertake any activity that may cause risk of fire or injury to self others or property. Guests must ensure when leaving the property that they close windows, ensure the front door is closed properly behind them, take precautions to secure their property and ensure fires escape routes stay unobstructed at all times.

Please note we do not take any responsibility for the security of your vehicle (s) or valuables. Please take all reasonable steps to secure your valuables to not invite theft by not leaving them on display.

Under the Hotel Proprietors Act 1956, an hotel proprietor may in certain circumstances be liable to make good any loss of or damage to a guest's property even though it was not due to any fault of the proprietor or staff of the hotel.

This liability however— (a) extends only to the property of guests who have engaged sleeping accommodation at the hotel; (b) is limited to £50 for any one article and a total of £100 in the case of any one guest, except in the case of property which has been deposited, or offered for deposit, for safe custody; (c) does not cover motor-cars or other vehicles of any kind or any property left in them, or horses or other live animals. This notice does not constitute an admission either that the Act applies to this hotel or that liability thereunder attaches to the proprietor of this hotel in any particular case. Please also ensure that any keys issued to you stay in your possession until the time of your departure when they must be handed back to the owners/staff.

Arrival and Departure

Check in time is 3pm unless otherwise agreed in writing and check out is 11am again unless agreed otherwise. All outstanding costs incurred by you during your stay must be settled up before departure.

Availability

In the rare case that due to unforeseen circumstances we cannot deliver Your requested accommodation, you will be offered alternate accommodation if possible or a full refund of any monies paid by You. This is the limit of our liability.

Prices

Rates are on a self catering basis and are as confirmed in your confirmation email. If you have selected supplements they will be added to the total price of the Booking. Rates do not include other costs you may choose to incur during your stay(unless otherwise stated). Rates quoted are correct only for the specific number of guests, nights and dates shown. Should You change the number of guests, dates or nights, then the rates maybe subject to change.

Liability

Other than for death or personal injury caused only by Our negligence or misrepresentation, our total liability to You is limited to the price of the Booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will We be responsible for any indirect or special damages. We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond Our reasonable control. You are responsible for any damage or loss caused to Us or Our property by Your act, omission, default or neglect and You agree to indemnify Us and to pay Us on demand the amount reasonably required to make good or remedy any such damage or loss

Registration & Insurance

For our overseas guests who are from outside the Commonwealth or EU we must register passport/ID details and onward destination. This is a legal obligation. Holiday deposit/booking/cancellation, persons & vehicle insurance is not included therefore Guests are advised to arrange this themselves.

Environmental Impact

Guests are asked to co operate with our endeavors to decrease our carbon footprint. This includes recycling, not using hot water excessively, turning lights , televisions and other appliances off when leaving their bedrooms or public areas and our laundry policies as indicated in the bedroom information pack.

Wifi

Where available, we ask that users of our wifi facility do not use it for accessing illegal or inappropriate websites and do not use it to download large packets of data or stream. We do monitor internet usage. We do not guarantee that wifi broadband will be available in all places at all times.

Force majeure

Fourwinds Leisure cannot accept responsibility or pay compensation where the performance of our contract with you is prevented or affected by reason of circumstances that amount to force majeure. These circumstances include any event which we could not even with due care foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your holiday) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife or any other similar event