

## TERMS & CONDITIONS FOR STAYING AT WOODLANDS

**We will try at all times to be accommodating, fair and flexible, we do however need to establish these conditions to make your stay enjoyable for all.**

### CONFIRMING YOUR BOOKING

A booking deposit of £500 (£800 for a full week) is required to confirm your booking. If however you are booking within 8 weeks of your holiday, payment must be made in full when confirming your booking. Please note your booking is not confirmed until you have received either an email or written confirmation and we reserve the right to refuse any booking before we have issued the booking confirmation form.

Your booking is made as a consumer and you agree that we will not accept liability for expenses, costs, losses, claims or other sums that relate to any business however so suffered or incurred by you.

You must be over 18 years of age at the time of making your booking.

As soon as you receive the booking confirmation, please check it carefully and let us know immediately of any errors.

### BALANCE PAYMENT

The balance is due at least 8 weeks before your stay. This can be paid by cheque or bank transfer. Non payment of the final balance when it becomes due will constitute cancellation of the booking and forfeiture of the deposit payment.

### PAYMENT

Payment by bank transfer or cheque to "Woodlands":

Sent to: Woodlands  
The Mains,  
Giggleswick  
North Yorkshire  
BD24 OAX

Bank sort: 60 60 05  
Bank Account: 45896569

Paypal: david@thewoodlandshouse.co.uk

### BOOKING DETAILS

The price agreed prior to confirmation is based on the number of nights and number of guests.

Included in the price is all bed linen, gas, electric, and a small supply of wood/coal. Towels are available to hire for £1 per set.

### SECURITY DEPOSIT

We will need a deposit of £200 paid with the balance. This is to cover any damage, costs attached to inappropriate use of the house or breach of terms and conditions during your stay. This is refunded asap – about 10 days.

### STAG AND HEN PARTIES

Sorry, we are unable to accept your bookings.

### ARRIVAL AND DEPARTURE

We'll meet you at the house from **4pm** on day of arrival and we ask you to leave by **10am** on day of departure, unless agreed otherwise.

### CANCELATION

The booking deposit is only refunded at our discretion if we are able to confirm another stay, we will refund it in full. Once the balance is paid, the same also applies.

We will always be fair and accommodating, but re-advertising late cancellation will usually be discounted and deducted from the deposit.

### OCCUPANCY

Only those listed on the guest details card are entitled to use the house. This must be signed and returned at least 8 weeks before your stay. Late return or exceeding the number quoted may constitute cancellation.

The house accommodates 19 persons (including children), plus 1 cot. Should you wish to exceed this number please discuss at time of booking.

Exceeding the number of stated guests using will be contrary to these conditions.

### COMPLAINTS

We work very hard to ensure you have an enjoyable stay at Woodlands, any problems during your stay must be reported straight away. This is the quickest way of resolving problems that might occur.

### PETS

Your pets are very welcome, but please help our housekeeper and be conscious of muddy paws and unwanted fur. We also ask you keep your pets off the beds.

Please let us know at time of booking if you are bringing any animals.

### SMOKING

For the comfort of all our guests we ask you not to smoke in the house.

### CARE OF THE HOUSE AND YOUR RESPONSIBILITIES

Woodlands is a private house in its own grounds but we still ask you not to disturb the neighbors during your stay. To this end we ask that there is no music outside and that noise is kept to low level from 11pm, particularly on the terrace. In the unlikely event that anyone should complain to you we ask that you comply with any reasonable requests.

Woodlands is lovingly cared for and we ask that you treat the house with respect.

**Leaving the house clean and tidy ensures you'll be welcome back.**

**We hope you have a perfect stay at Woodlands**