

## Terms of Booking & Booking Deposit

By placing a booking with us (the property owner/his/her representative) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

### Booking Process

To place a booking with us the lead guest must:

- be at least 18 years of age
- have the legal capacity to enter into legally binding agreements
- provide your real name, phone number, email address and other requested information

The maximum number of guests is 10. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require a deposit to be paid in advance, this deposit amount is 20% of the total price.

Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within.

Final balance payments must be received within 28 days of the date of arrival. If the booking is within six weeks of the arrival date full payment will be required at the point of booking.

Payments can be made by digital bank transfer. Any charges raised against us by our banks for handling dishonoured cheques, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to others, neighbours or the owners.

### Check-in & Check-out

Guests must check-in and check-out by the times stated below;

- Check-in by: 4:30pm on day of arrival

- Check-out by: 10:00am on day of departure

## Cancellation, Returned Deposit & Non-Arrival Conditions

Guests who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

- Cancellation made 56 or more in advance of arrival date = Full deposit refund
- Cancellation made within 29 to 55 days of arrival date = Deposit lost, balance refunded
- Cancellation made within 28 to 14 days of arrival date = 50% refund of full booking amount
- Cancellation made within 14 to 2 days of arrival date = 25% refund of full booking amount
- Cancellation made 48 hrs or less of arrival date = No refund issued
- Cancellations and refunds related to Covid-19: you will be entitled to a full refund if you are unable to arrive due to Covid-19 measures at the time of your holiday (in line with Government guidelines). In this instance we may also offer to change the dates of your booking instead of a refund.  
<https://www.gov.uk/coronavirus>
- In instances where a holiday has started and must be cut short we will discuss an appropriate partial refund with guests

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

## WiFi Fair & Appropriate Usage Policy

Guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

## Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys will incur a replacement charge per key lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belongings before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

## Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, e-cigarettes, e-liquids, cigars, snuff or chewing tobacco, is only allowed outside and is in accordance with the Health Act 2006.

## Pets & Service Dogs

We are a dog friendly accommodation and accept dogs to a maximum of 2 dogs.

## Parking

On-site parking is provided guests accept that they park their vehicles at their own risk.

## Accessibility Statement

We have done our best to make the property as wheelchair accessible as possible - there is step free access from the car park to the property and into one bedroom with a wet room (including disabled access bathroom facilities, as well as part of the living area).

## Your Personal Details & Privacy

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration

# WHITEHALL DAIRY

(Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation).

Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third party website, including the privacy of those details are explained and set out in our Privacy Policy which [you can read here](#).

You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

## Terms References & Further Information

You may find the following link useful to further understand our booking terms and conditions, including information about your personal data privacy and data protection.

- [Health Act 2006](#)
- [Immigration \(hotel records\) Order 1972](#)
- [Overview of the GDPR - General Data Protection Regulation](#)
- [Data Protection Act 1998](#)
- [Privacy and Electronic Communications Regulations 2003](#)
- [The Guide to the PECR 2003](#)

## Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.