

BOOKING TERMS & CONDITIONS FOR LINCOLNSHIRE LUXURY HIDEAWAYS

1.0 Booking Conditions

Here are our booking conditions for **Lincolnshire Luxury Hideaways**. Please read these carefully as they set out the terms of the contract that you will enter into when you make a booking with us.

Please contact us if you have any questions.

Each cottage booked is a separate contract.

1.1 Who's Who

Below are the definitions of some things we refer to throughout the terms and conditions.

- **'you'** and **'your'** - the lead guest who makes the booking.
- **'we', 'us', 'our', 'Lincolnshire Luxury Hideaways'**
- **'We both'** - both **Lincolnshire Luxury Hideaways** and you.
- **'agreement'** - the contract between us based on: (i) these terms and conditions; (ii) your booking confirmation; (iii) any conditions we refer to on our website (iv) any additional special offer terms and conditions; and (v) anything else we agree in writing.
- **'party'** - those persons named on the booking confirmation, staying the accommodation and any person added later.
- the **'properties'** - **Lincolnshire Luxury Hideaways**
- **'Lead guest'** - the lead booker and contact point for the booking who must attend the holiday booked.
- **'representatives'** – refers to any contractors, tradesmen.

1.2 Owners

Lincolnshire Luxury Hideaway is owned by Jonathan Graves.

1.3 Contact Us

If you need to get in touch, please visit the '*Contact Us*' page on our websites to find details on how to get in touch.

2.0 Your Holiday

Your 'holiday' is any booking made to stay one or more nights with us in any property at **Lincolnshire Luxury Hideaways**.

2.1 Your Booking

When you receive your booking confirmation (usually sent via email). You must read it carefully. If any details are incorrect, you must contact us as soon as possible to rectify and put right any errors.

2.2 Group Bookings

- We are happy to accept group family bookings.
- Bookings will not be accepted for groups of single people under the age of 18 years without our prior agreement.
- Bookings will not be accepted from hen or stag parties without prior agreement.

In the interest of all visitors, we reserve the right to refuse admission to any person or groups at its discretion.

3.0 Booking and Payment

3.1 Deposits

Deposits are non-refundable unless we are unable, for some reason, to accept the booking.

When making a new booking, if the arrival date of the rental period is **more** than 6 weeks away, you must pay a minimum non-refundable £100 deposit per week, per property to secure the booking. The remaining balance must be settled 6 weeks prior to arriving. If the arrival date of the rental period is **less than** 6 weeks away, you must pay the full amount of the booking.

3.2 Confirmed Bookings

Once the non-refundable deposit has been paid the booking is then confirmed and you will be issued with written confirmation via email. (A binding contract will exist between us, the owners, and yourself). You should check the confirmation document carefully and notify us immediately in case of any error or discrepancy.

If a non-refundable deposit of £100 is not received within 48 hours of booking, we reserve the right to cancel your booking at any time. If the balance is not paid by the agreed due date, we reserve the right to cancel your booking at any time and retain any money paid to us.

3. Payments

You may pay by BACS (details provided on request), or if agreed on booking, cash is accepted.

Our prices are quoted in Pounds GB and are inclusive of VAT where applicable, at the prevailing rate. Payments made are inclusive of VAT at the prevailing rate.

4.0 Changes and Cancellation of Booking/s

If you wish to change any details of your confirmed booking, we will do our best to make the changes to accommodate your request/s.

We strongly recommend that you obtain suitable holiday insurance to avoid any loss owing to cancellation.

4.1 Alterations to your Booking

If you wish to amend the date of your agreed rental period with us, there will be an administration fee of **£20** added to the booking.

The date of the holiday can only be changed if the original stay is more than 6 weeks away, or in circumstances with our agreement if less than 6 weeks away. The request will only be accepted if the accommodation is available for the dates requested. Please note there may be additional costs to pay if the cost of the new date is higher.

4.2 Cancellation or Changes by You

Once you have booked your stay with us and we have accepted your booking, our agreement is a legal contract and any deposit/s you may have paid are non-refundable. If you wish to cancel the accepted and confirmed booking for **Lincolnshire Luxury Hideaways**, you must notify us over the phone **and** in writing immediately. (Written notice will be accepted via email, or by post).

A cancellation charge is payable depending on the number of days before the rental period start date.

The amount payable is set out below, the number of days refers to the number of days' notice given of cancellation before the rental period start date.

<i>No of days prior to the start date</i>	<i>The cost you will incur</i>
1 - 42 days (up to 6 weeks before)	100% of the rental price
43 days or more (more than 6 weeks away)	Full refund minus the £100 deposit

4.3 Cancellation or Changes by Lincolnshire Luxury Hideaways

If for any reason the accommodation you have booked becomes unavailable or unusable prior to the start of your rental period, we will endeavor to find you suitable alternative accommodation. In exceptional circumstances, we may have to cancel or change some aspects of your booking. If we have the need to make changes, we will tell you as soon as possible prior to your holiday date. You may choose to either: Accept the changes offered by us, receive a full refund, or accept an agreed alternative holiday with us.

We are not responsible for any compensation if we are prevented from carrying out our responsibilities to you because of events beyond our control - *Force Majeure*. *Force Majeure* means circumstances beyond our control including (but not limited to) industrial disputes, malicious damage, natural disasters, acts of terrorism, accident, breakdown of machinery or equipment, fire, adverse weather (Inc. snow, fire, floods), illness, death.

We are not responsible for any refund or compensation. Should you become ill or unable for any reason to take your holiday with us, you must seek compensation from your travel insurance company.

If you need to cut short your holiday due to personal reasons after it has commenced, we regret that we are unable to refund any monies paid.

4.4 Holiday Insurance

Many people believe holiday insurance is for travel and holidays outside of the UK, however it is still appropriate for UK staycations too. Unexpected and costly problems can arise from the moment the break is booked, to the travelling and staying with us. Cancelling your holiday can be extremely costly, if you have suitable travel insurance the cancellation cost can help claim back any money you might lose.

We advise all guests to take out suitable holiday and/or travel insurance for the duration of your stay with us.

5.0 Arrival and Departure

Weekly bookings run from Monday to Monday or from Friday to Friday.

Short break stays run from Monday to Friday or Friday to Monday. (Occasionally, we may offer one or two-night stays in self-catering properties).

Check In – 4pm

- Our housekeeping team do their very best to ensure all accommodation is ready for you to check in from 4pm. Please do not check in earlier than this, unless prior arrangement has been made.

Check Out

- Check out for the cottages is 10am.

(Please note – Hot tubs are emptied cleaned and refilled for new guests, therefore are not available for use after 9am on the day of departure)

We do not offer early check-in or late check-out on new bookings.

5.1 Use and Care of Accommodation

The accommodation must not be sub-let, only the person/s listed in the booking request, or notified to us and accepted by us afterwards, may stay in the property.

The maximum occupancy of the property, as shown on our websites, must not be exceeded.

The lead person must be over the age of 18 years. We will not accept children under 18 years without a responsible adult.

You and your party agree

- To keep the property clean and tidy.
- To leave the property in similar conditions as you found when you arrived.
- Not to behave in an anti-social manner. The accommodation will not be used for any activity or in a way causing a nuisance or annoyance to neighbours.
- Excessive noise and irresponsible behavior will not be tolerated. We ask you to respect our park guests and residents so not to disrupt and affect their stay.
- You will comply with any reasonable regulations and safety rules relating to the booked accommodation

If we have reason to believe that you are, have or will behave anti-socially, irresponsibly, or have cause/d damage to the property or the property of others, we are entitled to terminate your let immediately with no refund given.

We or our representatives shall be allowed access to the accommodation at any reasonable time for inspection or maintenance, except in an emergency where immediate entry may be required and immediate contact with you may not be made.

Please take good care of our accommodation. Whilst we employ housekeepers, our guests are expected to leave the cottages in a neat and tidy fashion with all bins emptied and all dishes/pots/pans washed and put away before your departure.

5.2 Damages/Breakages

You are responsible and liable for any breakages which you or your party cause to the accommodation or its contents. You are responsible for and agree to reimburse us for all costs incurred for all damage, breakages or loss caused by you or a member of your party. We do not normally charge for minor breakages (E.g., broken glass) but you will be held responsible for repairing or making good if we consider that the damage or breakage is significant. This will be billed via an invoice, and payable immediately upon receipt.

Please report any damage or breakages as soon as they occur. You must report without delay any defects in the property or any breakdown of equipment or appliances therein. Arrangements for repair or replacement will be made as soon as possible – This may not be until after your departure.

We expect the accommodation to be left in a reasonable state on departure. If in our opinion, additional cleaning is required, you will be liable for the extra cost of cleaning. This will be billed via an invoice, and payable immediately upon receipt.

5.3 Hot Tubs

We understand the importance of having a hot tub on your holiday, but please remember although we endeavour to ensure the hot tub is ready for 4pm check in this is not always possible due to reasons beyond our control. Please do remember, they are not Lay-Z-Spas which can take up to 12 hours to heat up, these are commercial hot tubs, and take approximately 4 hours to heat up. If the hot tub is out of order for any reason during your stay, we will do our best to provide a solution.

We politely ask that guests should refrain from using hot tubs after 11pm, and noise should be kept to a minimum so not to disturb other guests in neighbouring properties.

Hot tubs will be checked and maintained daily from 9am by a member of the team.

Hot tubs are costly to maintain and run, we politely ask you to follow the guidelines presented on the use and care of the hot tub. In the event of the health and safety rules (clearly displayed near the hot tub) not been followed and the hot tub needing to be emptied and refilled during your stay an additional charge of £100 will be made to you. Additional charges will be billed via invoice, and payable immediately upon receipt.

5.4 WIFI Access

Complimentary WIFI is available in all of our properties.

5.5 Linen

All accommodations come complete with freshly laundered sheets, pillows, duvets, and the beds are made up for your arrival.

Towels and robes are provided for Lincolnshire Luxury Hideaway properties

Towels are not provided for use with the hot tubs.

Travel cots can be provided on request, these can be booked in advance. Bedding is NOT provided for travel cots.

5.6 Smoking/Drugs

All accommodation is strictly non-smoking including the use of electronic cigarettes inside accommodation. Please dispose of cigarettes and litter appropriately and safely. A cleaning and airing charge of £100 will be made to those failing to obey this rule. This will be billed via an invoice, and payable immediately upon receipt.

Any illegal substances are prohibited in the properties. If you are found to be or we suspect you to be in possession of them we will notify the authorities, and you will be asked to leave immediately.

5.7 Dogs

We allow a maximum of 2 well behaved dogs per property.

- We politely request that you do not leave dog/s unattended in the accommodation at any time. Should you go out, you must take your dog/s with you.
- We politely ask that you do not let dog/s on furniture or on beds. If we believe there to be substantial cleaning of furniture and furnishings is required due to a failure to observe these requests, then an extra charge will be made for damage or extra cleaning and washing caused. This will be billed via an invoice, and payable immediately upon receipt.

- Dog/s must always be under the control of a responsible adult at all times.
- If we think your dog/s is causing a nuisance or damage, you will be required to remove it from the property.
- We advise you to bring a suitable basket/bed/cage for your dog to sleep/rest in.
- We expect all dog owners to be responsible and clean up after their pets.

Guests with allergies should be aware that we do not accept any liability for any suffering which may occur because of such pets having been present previously in accommodation.

We will not accept any dogs which fall under the Dangerous Dog Act 1991. You and your dog/s will be asked to leave immediately, with no refund given.

We do not accept any other animals on the park. If found to be in your accommodation/possession, you will be asked to remove them immediately.

5.8 Vehicles

Lincolnshire Luxury Hideaways properties have off road parking for up to 4 cars per property. Please do not park on the grass.

Vehicles and their contents are parked at the owner's risk. The management will not accept liability for any accidents, damaged or loss incurred.

5.8.1 Electric Charging Points for Electric Vehicles

We are thrilled that more and more of our guests are using hybrid cars to help protect the environment. At present we do not have the facilities available for you to charge electric vehicles whilst on site. Please do not use any connectors/adapters to use the electricity from any of the accommodation.

There are various local charging points in the area. We are investing time into researching ways to provide a charging point on site in the future, but in the mean time you can view the nearest charging points here [Mablethorpe charging points - EV points near Mablethorpe, Lincolnshire \(zap-map.com\)](https://www.zap-map.com/locations/mablethorpe-lincolnshire)

6.0 Personal Possessions

You are responsible for your personal possessions on the park and in your holiday home. We are not responsible for any loss or damage to personal possessions.

7.0 Lost Property

Regrettably, we do not return any items you have left in the property. It is your responsibility to thoroughly check the accommodation before departing.

8.0 Photography

We regularly take photos and videos for use in our marketing and promotional material. We ensure that all photos and videos are taken without guests in unless prior consent is given by the guests.

If you have any photos/videos from your time visiting us on site and you give your consent for us to use them for marketing and promotional purposes, please email them over to us.

9.0 Brochure and Website Details

We aim to make sure that the information provided by us is presented accurately on our website, in brochures and other promotional material we produce. It is intended to present a general idea of arrangements. Not all details of the relevant facilities can be included in our brochure or our website. There may be small differences between the actual property and its descriptions/photos. This is usually due to us always aiming to improve services and facilities on site.

10.0 Complaints Procedure

If you are dissatisfied with any aspect of your break, please speak to a member of the team immediately during your stay who will endeavour to resolve the issue. If, at the end of the break you feel that we have not dealt with your complaint satisfactory, please write to the partner, Jonathan Graves no later than 28 days after the end of your break. We are only able to act on any complaints which are firstly brought to our attention to a member of the office team whilst you are on your break, and secondly received in writing within 28 days of departure.

11.0 Pricing

All prices on our website are correct. We have the right to change/amend the pricing on our website at any time.

Any promotional offers on accommodation are only available on new bookings only, current bookings will not be amended to the offer price. Any promotions are not valid in conjunction with other offers or discounts. Any changes in pricing will not affect current bookings, only new bookings made.

Obvious errors and mistakes, which includes typos and misprints are not binding. We are not responsible for honouring these rates.

12.0 Changes to Terms

Lincolnshire Luxury Hideaways may review and change these terms from time to time. All updated terms will be on our website.

13.0 Data Protection

We will endeavor to ensure that the content of this website is always accurate, honest, and up to date. All content, including prices, is subject to change without notice to you.

- **Personal Information** - All personal information collected through the forms on our website will be used only for the purpose intended, e.g. to answer an enquiry or to process a holiday booking. All the information contained in our booking system is stored on our online booking system and computer system for which we are registered and comply with the regulations of the data protection Act. We will not sell this information, and only use it for marketing and information purposes relating to **Lincolnshire Luxury Hideaways**.
- **Mailing List** - In the case of our mailing list, we will retain the information supplied by you for the purpose of operating our mailing list. Your information will not be shared with any other third parties. We will remove your details from our mailing list on request.
- **Cookies** - Cookies are small parcels of data stored temporarily on your hard drive while you are browsing a website. These are a standard mechanism used by most websites. Our website employs cookies for the purpose of maintaining user sessions to enable the booking process. Cookies are also used for the purpose of generating access statistics. These provide us with general information about how our website is used. No personal information that would enable us to identify individuals is either obtained or stored. By using our website with cookies enabled, you consent to our use of cookies.

14.0 Applicable Law

When making a booking with us, you agree to comply with the above terms and conditions. In the event of a dispute, the laws of England and Wales shall apply, and the English courts shall have jurisdiction.