



CANCELLATION POLICY

We require 28 days notice for reservations for 1-2 accommodations or 42 days notice for reservations of 3+ accommodations. If cancelled before the required notice, a full refund will be issued to you (£75 admin fee will be applied) or your reservation can be transferred to another available date (this may incur additional charges i.e. non like-for-like bookings). If cancelled between 28-14 days prior to the commencement of your stay, a 50% charge will apply. If cancelled within 14 days prior to the commencement of your stay, your reservation will be non-refundable and non-transferable. Non-arrivals shall be charged at the full reservation value.

TERMS AND CONDITIONS FOR RETREAT ACCOMMODATION & SERVICES

These Conditions are the standard terms and conditions that apply to the reservation of any accommodation provided by the Company, along with the provision by us of any Services (as defined in clause 1.1. below) offered to and used by Guests. These Conditions set out your legal rights and responsibilities and certain key information which we are required by law to provide to Consumers (as defined in clause 1.1 below).

Your attention is particularly drawn to the provisions of clause 12 (Limitation of Liability).

1 DEFINITIONS AND INTERPRETATION

1.1 Definitions

In these Conditions, the following expressions have the following meanings:

Accommodation means any lodge, house, bedroom, treehouse or hut situated on the Estate.

Business means any business, trade, craft or profession carried out by you or any other person/organisation.

Conditions means these terms and conditions as amended from time to time in accordance with clause 13.

Company/we/us/our means The Everything Luxury Hamlet Limited, a company incorporated in England (with registered number 13018745), Everything Retreat, Pendle View Lodges, Primrose Lane, Mellor, United Kingdom, BB2 7EQ and who is the owner of the Estate.

Consumer means an individual customer or Guest who receives Services for his/her personal use and for purposes wholly or mainly outside the purposes of any Business.

Estate means Everything Retreat, Pendle View Lodges, Primrose Lane, Mellor, United Kingdom, BB2 7EQ.

Guest/you means a customer of the Company who agrees to pay as a paying guest of the Company and also for members of his/her party and any of his/her guests.

Price List means the Retreat's standard price list of Rates. The Price List is available on the Retreat's website, in our brochures and from the Retreat reception desks.

Rates means the prices payable by you for the provision by us of room accommodation and (where applicable) other Services.

Regulations means The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Retreat means The Everything Luxury Hamlet at the Estate, along with the premises and all other type(s) of accommodation.

Services means the provision of accommodation at the Retreat any and all other facilities, services and items offered by us.

VAT means United Kingdom value added tax (together with any replacement or equivalent tax).

1.2 Interpretation

In these Conditions:

1.2.1 a reference to a clause is a reference to a clause of these Conditions;

1.2.2 a reference to a 'party' refers to the parties to the Agreement and includes that party's personal representatives, successors and permitted assigns;

1.2.3 a reference to a 'person' includes a natural person, corporate or unincorporated body (in each case whether or not having separate legal personality) and that person's personal representatives, successors and permitted assigns;

1.2.4 a reference to a 'company' includes any company, corporation or other body corporate, wherever and however incorporated or established;

1.2.5 words in the singular include the plural and vice versa;

1.2.6 any words that follow 'include', 'includes', 'including', 'in particular' or any similar words and expressions shall be construed as illustrative only and shall not limit the sense of any word, phrase, term, definition or description preceding those words;

1.2.7 a reference to 'writing' or 'written' includes any method of reproducing words in a legible and non-transitory form; and

1.2.8 a reference to legislation is a reference to that legislation as amended, extended, re-enacted or consolidated from time to time and includes all subordinate legislation made from time to time under that legislation.

2 RESERVATIONS

2.1 All reservations shall be governed by these Conditions. You may book to make a reservation for accommodation or other Services in advance through the Retreat's website (www.everything-retreat.com), by telephone (01254 965095) or in person.

2.2 When you request us to make a reservation, you must provide us with your identification information including, but not limited to, your name, address, contact telephone number and email address.

2.3 You must give us payment details for any reservation at the time of booking. We will take your credit/debit card details (which must be valid beyond the date of your intended stay) and you authorise the use of this card for any sums that become due to us. Unless the booking for the reservation expressly states that you must pay at the time of reservation or at the time of check in, we will not take any payment from you for it until the time indicated in clause 3 below.

2.4 Your request to us to make a reservation for you will constitute an offer by you to purchase the services but whether we accept any such offer will be for us to decide in our discretion. Only once we tell you that we accept your request for a particular reservation and confirm to you the booking reference, will there be a confirmed reservation. At that point, a binding contract between us for the reservation of accommodation or other services will come into existence.

2.5 You may change your reservation at any time prior to your arrival (subject to the cancellation provisions set out in Clause 4 below). We will use all reasonable endeavours to accommodate your requested changes, although we cannot guarantee that we will be able to accommodate such changes.

2.6 Instead of making a reservation in advance, you may make a reservation when you arrive. If we have availability of the type of accommodation or other Services that you request at that time, we will accept your request for the reservation, although we cannot promise that any accommodation requested or such requested services will be available.

2.7 You may request additional nights stay at the Retreat at any time during your stay. We will use all

reasonable endeavours to meet such a request. If we are able to meet any request, we will accept the request as a reservation and that reservation will then form a binding contract between you and us.

2.8 A reservation of 3 lodges or other accommodation is usually considered a group booking. If you wish to make a group booking, please contact our reservations team – hello@everything-retreat.com.

2.9 If you have contracted, been tested for or are suspected of having contracted any infectious disease, you must inform us prior to your arrival, in which case we may cancel your reservation and the cancellation charges at Clause 4.1 will then apply.

3 FEES AND PAYMENT

3.1 We make details of Rates including, where applicable, promotional Rates and other special offers available on the Retreat website, and at the Retreat reception and/or by email or post. All Rates shown in our Price List include VAT, which is chargeable in accordance with clause 3.10.

3.2 When you request a reservation and we quote any Rate(s), the Rate(s) will apply only to the provision of accommodation unless we specifically state otherwise. However, the Rate(s) will include all facilities which the Retreat has in all of its standard and other non-standard accommodation.

3.3 Additional charges may apply for other Services including, but not limited to, car parking, meals, drinks, room service, use of wireless internet access, leisure, fitness or entertainment facilities or activities, use of any function or other rooms, or any other equipment, services or facilities. We will inform you of Rates payable for such additional Services on request when you arrive at the Retreat.

3.4 Subject to clause 3.5 below, and unless we agree a different arrangement with you, we shall give you an invoice for all sums due and payable to us and you must pay that invoice in full when you check-out from the Retreat.

3.4.1 Pre authorising credit or debit cards

A pre-authorisation is a temporary hold of a specific amount of the available balance on a credit or debit card that is provided upon check in. The pre-authorisation is not a charge and no funds have been debited from your account. The amount that we pre-authorise will depend on the amount of nights that you stay and the number of guests in your party. All credit or debit cards provided upon booking are pre-authorised on check in. When you give us a credit/debit card, the pre-authorisation guarantees us that the funds are available to pay for any charges incurred.

Worldpay are responsible for the maintenance and management of the pre-authorisation process.

The release of funds varies dependent on your individual credit/debit card. Upon your check out your room charge and any extras will be charged to your card, this will appear on your credit card statement within 3 working days. However if you choose to pay the balance with another credit card or choose cash, we will cancel the pre-authorisation and this can take up to 15 days to clear in your account.

The Retreat is NOT charging your credit card. A pre-authorisation is a security guarantee for payment only. The pre-authorisation fund is not held by the company, the company who provide the credit card system or by the authorising bank. The pre-authorisation fund is held on your card by your own issuing bank. A pre-authorisation can be held on your card for a minimum of 10 to 15 working days. Pre-authorisation should be released by your issuing bank automatically, if not you will need to contact your home issuing bank.

3.5 The following will apply to any promotional Rates that we may offer from time to time:

3.5.1 Unless we specifically state otherwise, you must pay in full at the time of making a reservation to which a promotional Rate applies and we will not have to give you any refund except where Clause 4 specifically states that we must do so;

3.5.2 If you incur charges during your stay in addition to the promotional Rate for the reservation we will invoice them and you must pay for them as required by clause 3.3 above; and

3.5.3 If you request any additional nights and we accept the request as a reservation under clause 2.7 above, you must pay for the additional nights at the standard Rate.

3.6 You may pay us for Services (and for any deposit or other advance payment on account of that

payment) by credit/debit card or by cash.

3.7 We may alter any of our Rates without prior notice but if the Rate for any Service increases between the time when you make a reservation and the date when the reserved accommodation or other Services are to be provided, any increase in the Rate will not apply to your reservation.

3.8 Whether these Conditions require payment upon making your reservation or on check out or at any other time, you must pay in full for any reservation booked and will not be entitled to any refund, except as stated in clause 4.

3.9 Where Clause 4 specifically says that you will be entitled to a (full or partial) refund, or where you become entitled to any refund either as a result of our breach of these Terms & Conditions or as a “consumer” under the Consumer Rights Act 2015 or other consumer protection legislation, we will make a refund to you as set out in Clause 4 or as required by such legislation.

3.10 The parties agree that section 89 of the Value Added Tax Act 1994 shall not take effect in relation to this contract and accordingly the amount of VAT payable by you will not be reduced as a result of any change in the rate of VAT charged on the supply of the Services occurring after the date on which you make your reservation, save in our absolute discretion.

3.11 We require deposit in full of the total reservation value upon making your reservation. Any reservations made within 28 days of check in date are to be paid in full. If the balance payable for any reservation is not paid in full by 28 days prior to check in, we reserve the right to cancel the reservation and retain the deposit paid. If the reservation is cancelled before the 28 days, a full refund will be issued (£75 admin fee will be applied) or your reservation may be transferred to another available date (this may incur additional charges i.e. non like for-like reservation). If cancelled between 28-14 days prior, a 50% charge will apply. If within 14 days of check in, your reservation will be non-refundable and non-transferable.

3.12 Lost keys will be charged at £10.00.

4 CANCELLATIONS

4.1 We require 28 days notice for reservations for 1-2 accommodations or 42 days notice for reservations of 3+ accommodations. If cancelled before the required notice, a full refund will be issued to you (£75 admin fee will be applied) or your reservation can be transferred to another available date (this may incur additional charges i.e. non like-for-like bookings). If cancelled between 28-14 days prior to the commencement of your stay, a 50% charge will apply. If cancelled within 14 days prior to the commencement of your stay, your reservation will be non-refundable and non-transferable. Non-arrivals shall be charged at the full reservation value.

4.2 We may cancel a reservation booked by you in the following circumstances:

4.2.1 If at any time the required accommodation and/or personnel and/or other resources necessary for the provision of the room are not available due to any cause outside our reasonable control. If we cancel a reservation in such circumstances, we will offer you alternative accommodation of the same standard or better if it is available. If it is not available or we offer it to you and you decline it, we will refund to you in full any deposit or other advance payment that you have made to us for your reservation; or

4.2.2 If proceeding with your booking would contravene government guidance, orders or similar, including but not limited to any restrictions on group bookings and bookings involving people from multiple households and the provisions of Clause 23 shall then apply.

4.2.3 If at any time during or prior to your stay you or any member of your party exhibits unreasonable behaviour towards members of staff or other guests, or fails to comply with any of these terms and conditions, or if we have cause to believe that you or any member of your party is likely to cause damage or loss to any of our property or facilities or if you fail to comply with the Retreat Rules set out at Clause 6 below. In such circumstances, no refund or partial refund will be given.

5 CHECK-IN AND CHECK-OUT

5.1 The earliest check-in time at the Retreat is 15:00 hrs on the arrival date.

5.2 Guests may be asked to provide proof of identify upon check-in. Acceptable forms of identification are a passport or driving licence.

5.3 The latest time by which you must vacate your accommodation and check-out from the Retreat is

10:30 hrs on the departure dated. We may beforehand agree at our discretion to an arrangement for a later check-out time but if we have not agreed to a later time and you do not vacate your accommodation and check out from the Retreat by the above latest time, we will be entitled to charge you for an additional night's accommodation at the standard applicable Rate.

5.4 If we have agreed and arranged a late check-out under clause 5.3 above, we shall be entitled to charge you at an hourly rate for the additional time from our standard latest check-out time until the time you check-out, and we shall give you details of the hourly rate of that charge when you request a late check-out time.

6 RETREAT RULES

6.1 You must conduct yourself in a reasonable and responsible manner at all times when on the Estate property and when liaising with our staff throughout the reservation process. Similarly, you must not act in any way which may disturb other guests. This includes observing and maintaining appropriate social distancing measures and hygiene practices in accordance with government guidance. If you do not, we may ask you to leave the Estate and, in that case, you must immediately pay us all sums due.

6.2 Smoking is not permitted anywhere indoors or on the Estate or in any of our lodges. This includes the smoking of e- cigarettes. Smoking is permitted outdoors on the Estate.

6.3 If you do not comply with clause 6.2, we may charge you a fee of £50.00 to cover per accommodation for any and all costs we incur in cleaning the accommodation (including, but not limited to, fixtures, fittings and soft furnishings) and restoring it to a smoke-free environment.

6.4 You must not

6.4.1 bring any animals or pets (except dogs) onto the Estate, with the exception of assistance of guide dogs; unless agreed in advance. Dogs are welcome in all areas of the Estate. Please see our Dog Policy at Clause 20 below. You must add your pet to your reservation. You are wholly responsible for the supervision and behaviour of your dog at all times.

6.4.2 bring any potentially dangerous or hazardous materials or equipment onto the Estate or into any accommodation;

6.4.3 use any electrical appliances that may set off fire alarm system, such as toasters, mini cookers or portable grills or use any barbecue in any outside area within the Estate;

6.4.4 tamper with any fire alarms or emergency equipment;

6.4.5 utilise any accommodation to store items (personal or otherwise) which could in our sole opinion cause damage to any accommodation, or be a risk to the health and safety of our staff or property;

6.4.6 prevent our management, housekeeping and/or maintenance staff from having access to your accommodation as and when required,

6.4.7 remove, damage or destroy any Estate property;

6.4.8 use any technology provided by us to download or access any unlawful or obscene material; or

6.4.9 or cause unreasonable disturbance to any other guests or staff.

6.5 No persons under the age of 16 shall be permitted on site at any time.

6.6 We will charge you for any and all damage caused by you to any of the Estate's property during your stay.

6.7 You must not allow more people than those given at the time of your reservation to stay overnight in the accommodation. You must not hold events (such as parties, celebrations or meetings) in your accommodation or on the Estate without our consent.

All of the above rules will also apply to members of your party and your guests and you shall be liable for any breach of the above rules by any of them, even if you do not stay at the accommodation during the reservation period.

6.8 If you or your group cause damage or loss of any kind to the Estate, or its property or to other guests or their property, you, as the Guest who is making the booking will be responsible for that damage or loss

even if you do not stay at the accommodation during the reservation period and you shall be liable to pay to us on demand the amount required to make good or remedy such damage or loss.

6.9 If you or your group cause damage to the Estate, its property or to other guests or their property, or otherwise breach any of these terms or conditions, we reserve the right to:

6.9.1 cancel your reservation with immediate effect and (if appropriate) require you to immediately leave the Estate;

6.9.2 restrict access to the Estate;

6.9.3 remove your items from the accommodation and the Estate, disposing of such items in the event that you do not collect them within 7 days of removal;

6.9.4 retain all sums paid by you and/or charge you the full amount of your reservation; or

6.9.5 refuse future reservations from you and/or refuse you entry or accommodation at any of our Retreats.

6.10 We will not be liable to refund or compensate you in the event of cancellation as a result of any of the circumstances arising in clause 6.9.

6.11 We reserve the right to decline or cancel reservations made and stays in progress by those who have previously breached these Conditions (as may be updated from time to time) whether the reservation is in that name or not.

7 OCCUPANCY

7.1 The maximum room occupancy is 2 adults. You must not exceed the maximum occupancy for the accommodation allocated to you. We reserve the right to conduct checks on occupancy. Occupancy is not transferable.

7.2 We operate a "No children policy". Any child under the age of 16 shall not be permitted entry to the Estate without our prior consent in writing and shall not be permitted to stay in any accommodation. The Minimum age to make a reservation is 18.

7.3 We reserve the right to change your room allocation at any point during your stay for any reason.

8 FOOD AND DRINK

8.1 As referred to in clause 3 above, unless we specifically state otherwise, food and drinks are not included in any Rate(s) for accommodation and unless we have specifically stated or do state otherwise, we will make additional charges to you for them in accordance clause 3.3 above.

8.2 If you or any of your party or guests have any special dietary requirements, you should inform us of them in advance of your arrival. We will use all reasonable endeavours to accommodate those requirements and, where this is not possible, tell you that we are unable to do so.

9 CAR PARKING

9.1 We cannot guarantee that any car parking space(s) will be available for you, but subject to clause 9.2, you may use any vacant space in our guest car park on a first-come-first-served basis provided that you have given us your vehicle's registration number when you arrive. Any such parking will be without charge. Car parking is prohibited in any other area of the Estate.

9.2 You may use a disabled parking space that is available if you have a valid disabled parking badge. We will be entitled to remove any vehicle if it is parked in a disabled parking space without a valid disabled parking badge on display and you (or if you are not the owner, then the owner of the vehicle) shall reimburse to us the all costs associated with its removal and subsequent recovery.

9.3 Whilst we will operate and maintain our guest car park with reasonable skill and care, we do not guarantee that other guests or members of the public will not enter our guest car park and steal or damage your vehicle or property in it. When you park or arrange for parking of your vehicle in our car park we do not accept any liability whatsoever in respect of any theft or damage of or to your vehicle and property in it if it is caused by any person other than our staff or contractors and you accept all such risks when using our guest car park throughout your stay.

9.4 If any vehicle is parked other than in the guest car park area or is parked in such a manner as to cause any obstruction to us or any other guest, we reserve the right to have the vehicle removed and to charge you for the cost of doing so.

10 WIFI

Please be aware that Wifi is provided as a courtesy. The Wifi facility is rural broadband and therefore has limitations which are outside of our control. We give no guarantee as to the availability or reliability of the Wifi service and if for any reason, the Wifi is not operational at any time during your stay, this does not entitle you to seek a refund or compensation from us.

11 HOT TUB USE

11.1 It is a condition of your stay that you must adhere to our hot tub policy and have regard to the disclaimer (a copy of which is supplied in your accommodation). The hot tub policy is intended to keep guests safe and maintain a safe hot tub environment.

11.2 If you have any questions regarding use of the hot tub at any time during your stay, please speak to a member of our team.

12 LIMITATION OF LIABILITY

12.1 Nothing in these Conditions will exclude or limit our liability for death or personal injury caused by our negligence (including that of our employees, agents or sub-contractors) or for fraud or fraudulent misrepresentation.

12.2 Subject to clause 12.1, we shall not be liable for any loss of profit, loss of business, loss of revenue, loss of contracts, loss of or damage to goodwill or any special, indirect or consequential, costs, damages, charges or other expenses as a result of any breach of these conditions or as a result of our negligence. We will not be responsible for any loss or damage which is not foreseeable by you and us when your reservation is accepted.

12.3 You acknowledge that we have undertaken diligent steps to prevent the spread of COVID-19 and agree to adhere to such safety instructions as we may provide during your stay so as to preserve and protect the health and well-being of others. In the absence of negligence or other breach of duty by us, we shall not be held responsible for any losses or compensation to you as a result of you contracting the COVID-19 or any other relevant disease either during or after your stay.

12.4 We provide all Services only for your personal and private use/purposes. We make no warranty or representation that products, or other goods or materials that we provide, or sell are fit for commercial, business, industrial, trade, craft or professional purposes of any kind (including resale). We will not be liable to you for any loss of profit, loss of contract, loss of commercial opportunity or any indirect or consequential loss or damage.

12.5 Nothing in these Conditions is intended to or will exclude, limit, prejudice or otherwise affect any of our duties or obligations to you, or your rights or remedies, or our liability to you, under the Regulations or any other consumer protection legislation as amended from time to time.

12.6 Subject to clause 10.1, our total liability to you arising out of the provision of Services to you under these Conditions shall not exceed the value of the reservation in respect of any one claim or series of related claims.

13 CHANGES TO THESE CONDITIONS

We may from time to time change these Conditions without giving you notice.

14 HOW WE USE YOUR PERSONAL INFORMATION

All personal information provided by you will be collected, processed and used in line with our privacy policy, which explains what personal information we may collect from you, how and why we collect, store and use and share such information, your rights in relation to such personal information and how you can contact us and any supervisory authority if you have a query or complaint about the way in which we use any personal information. A copy of the privacy policy can be found at www.everything-retreat.com. We reserve the right to collect such personal data as is necessary to ensure our compliance with current

government guidelines, orders and similar. This includes, but is not limited to biometric data such as your temperature, where such data collected in accordance with the relevant data protection legislation which is in force from time to time in the United Kingdom. Such data will be collected for the sole purpose of ensuring our compliance with government, guidelines, orders and similar and will not be stored or retained beyond the point of collection.

15 REGULATIONS

If you are a Consumer, we are required by the Regulations to ensure that certain information is given or made available to you as a Consumer before we make our contract with you (i.e. before we accept your request to make a booking). We have included the information itself either in these Conditions for you to see now or we will make it available to you before we accept your request to make a booking. All of that information will, as required by the Regulations, be part of the terms of our contract with you as a Consumer.

16 INFORMATION

As required by the Regulations, all of the information described in clause 15, and any other information which we give to you about any Services or the Retreat which you take into account when deciding to make a booking or when making any other decision about the Services, will be part of the terms of our contract with you as a Consumer.

17 COMPLAINTS

We always welcome feedback from Guests and, whilst we always use all reasonable endeavours to ensure that your experience as a customer of ours is a positive one, we nevertheless want to hear from you if you have any cause for complaint. If you have any complaint about the Retreat or any of our staff, our Services or any other complaint about the Retreat, please raise the matter with a member of our team during your stay, email hello@everything-retreat.com or by post to Everything Retreat, Pendle View Lodges, Primrose Lane, Mellor, United Kingdom, BB2 7EQ or by phone (01254 965095).

18 FORCE MAJEURE

We shall not be in breach of these Conditions nor shall we be liable for any delay in performing, or failure to perform, any of our obligations under these Conditions if such failure or delay results from event, circumstances or causes beyond our reasonable control. Such causes include, but are not limited to power failure, internet service provider failure, fire, flood, storms, earthquakes, acts of terror or pandemic any other event that is beyond our control.

19 NO WAIVER

If we do not insist that you perform any of your obligations under these Conditions, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you or that you do not have to comply with those obligations. If we do waive any rights, we will only do so in writing, and that will not mean that we will automatically waive any right related to any later default by you.

20 ENTIRE AGREEMENT AND SEVERANCE

These conditions constitute the entire agreement between the parties and supersede and extinguish all previous assurances, representations and understandings between you/us whether written or oral relating to your reservation. You agree that you shall have no remedy in respect of any statement, representation, assurance or warranty whether made innocently or negligently that is not set out in these Conditions. Each clause of these Conditions operates separately. If any court or relevant authority decides that any of them is unlawful or unenforceable, the remaining clauses will remain in full force and effect.

21 GOVERNING LAW AND JURISDICTION

These Conditions, any contract between us and the relationship between you and us (whether contractual or otherwise) shall be governed by, and construed in accordance with, the laws of England and Wales. Any dispute or claim arising out of these Conditions, any contract between us and relationship between us shall be settled by the courts of England and Wales.

22 DOG POLICY

We would love for you to bring along your dog and go exploring nearby Longridge Fell, Pendle Hill and the gorgeous Ribble Valley countryside. Dogs are welcome in all areas of the Estate, we kindly ask that you keep them on a lead, clean up after them and to never leave them unattended during your stay. Please

note that we only allow one, small sized, well behaved dog, aged 1 year or older to stay at Everything Retreat. A charge of £30 applies. Due to hygiene reasons, dog beds are not supplied so please bring your own.

23 COVID 19

23.1 If you have to cancel your reservation because of UK Government Public health measures or guidance imposed as a result of the Covid-19 Pandemic, means it is unlawful to travel to or make use of the reservation you have made, you may choose to:

23.1.1 Transfer your booking to a later date free of any administration charges, subject to availability. You will have to pay any difference in price if the cost of your new reservation is higher or be reimbursed the difference in price, if the cost of the new reservation is lower;

23.1.2 Receive a voucher with a redemption value equal to the amount previously paid by you for your reservation, the voucher being valid for 12 months.

23.2 If in the unfortunate case that you suffer any Covid -19 symptoms during your stay or test positive for Covid-19, you should immediately notify us and immediately seek medical advice and testing. Should you be required or advised to self-isolate, you will be required to check out immediately and leave the Estate. You are requested to respect any social distancing guidance or regulations during the period of your stay. We are accepting guests that do not need to quarantine on their arrival to the UK but will require evidence that any quarantine period is not required and reserve the right to cancel any reservation if we are not satisfied that any quarantine waiver applies.

23.3 Guests are advised to take out appropriate insurance cover for their reservation. We will assist guests in making any appropriate insurance claims where cancellation is required, where possible to do so.

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