



## The Cotswold Retreats Booking terms and conditions June 2022

### 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.

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. 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 booking total. A security deposit of £200 is preauthorised on your card on the day of arrival and released after checkout, if the property is left in a good condition.

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

All guests agree to respect the privacy and peace of all other staying guests, 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 other guests, neighbours, or the owners.

### Check-in & Check-out

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

- Check-in by: 3pm or 4pm (please check the specifics in your booking confirmation)
- Check-out by: 10:00am on day of departure

### Cancellation, Returned Deposit & Non-Arrival Conditions (for booking made directly through Cotswold Retreats or Waterside Breaks)

Guests that 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 30 days or more in advance of arrival date = Full deposit refund
- Cancellation made 29 days or less of arrival date = No refund issued, full amount of booking due. Alternatively, a travel credit may be issued with a 6-month valid period from issue.

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.

If you have booked via Airbnb or Booking.com then please refer to your cancellation policy for your booking.

### WiFi Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage 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 not 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 to minimise damage and associated costs. Lost keys / fobs / access cards will incur a replacement charge per key / fob / card 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 belonging 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/Vaping

Smoking of any tobacco products, is only allowed in designated areas as sign posted throughout the accommodation and is in accordance with the Health Act 2006. Vapes must not be used inside the accommodation.

### Pets & Service Dogs

In pet friendly properties we accept up to 2 well behaved dogs. Names and breed of the dog must be added to the check in form. Dogs must be always kept on a lead. Dogs are charged at £20 per dog.

### Parking

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

### 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 (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) [which comes into force in May 2018].

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

- [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.

### Acceptance of our Terms and Conditions.

By placing a booking with us you are accepting our terms and conditions as well as the Hoburne park rules which can be found [here](#)