

Booking Terms and Conditions – Wellsfield Farm Holiday Lodges

You can book direct with us on **01324 822800**. A 25% deposit payment of the cost of your stay is required at the time of booking. Bookings should be paid by credit card or debit card (MasterCard/Visa/Amex/Diners Club/ Maestro). We require a credit or debit card number for every booking as security.

We also accept payment by BACS (by arrangement) and by cheque, however in these cases we require full payment of your stay at time of booking and will still require a credit or debit card number as security at time of booking. Cheques should be made payable to **Wellsfield Farm Holiday Lodges**.

We will email a booking confirmation to you – it is at this time that an agreement comes into existence.

The remainder of your balance (75%) will be payable by you on arrival to the Lodges at the commencement date of your stay.

Should you decide to stay for an additional period of time during your stay and/or you wish to purchase any goods or services at Wellsfield Farm Holiday Lodges, the total cost for these items shall be paid by you at the end of your stay by credit card, debit card or cheque.

Cancellations by clients

If you cancel at any time after making the booking you will lose all of your deposit. If you cancel within the 30 day period leading up to the booking start date you will be charged for the entire booking cost. If you arrive, stay, but have to leave before the last booked day of your stay you will be charged for the entire booking cost as we treat this as a cancellation. We require a credit or debit card number for every booking as security.

Your Liability

Visitors will be responsible for any damage caused by them to any lodge(s) or theft of any items from the lodge and will be liable to pay the cost of repair for any damages or item losses before leaving. A standard minimum fee of £100.00 for any damage to the building structure requiring repair or any losses of items shall be payable before leaving, with the full cost of any repairs or item losses charged after you leave. Any repairs or items removed of a value under £100.00 will result in us refunding the balance. Visitors who leave before damage is reported or items are removed will be charged the full amount of their damage repairs or items lost to their credit or debit card without notification by us. We require a credit or debit card number for every booking as security.

Our Prices

We reserve the right to change the price of any component in our brochures or information before you book, in which case you will be told before your booking for those components is confirmed on our confirmation invoice. Although we try to avoid increasing prices, increases can occur due to external factors. The price of your booking once confirmed, is fully guaranteed and will not be subject to any surcharge.

Amendments by clients

Should you wish to alter your booking after it has been made, a charge of £10 will be levied, each time a change is made and where it is possible to do so. Fax, and other communication charges may also be levied. Amendments must be confirmed in writing by you. If you cannot stay at Wellsfield Farm Holiday Lodges because of serious illness, death or serious illness of a close relative, jury service or redundancy, you will be allowed to transfer your booking to another person who satisfies all the conditions of the booking. Failing that our cancellation rules apply.

Amendments and Cancellations by us

Stays are subject to availability at the time of booking. If a cancellation or major alteration is made to your booking and full payment is received, we will offer reasonable compensation, provided it does not arise for

reasons of “force majeure”. “Force Majeure” means unusual or unforeseeable circumstances beyond our control, the consequences of which we can avoid. Examples are war or threat of war, riots, civil strife, terrorist activity, natural disaster, fires or adverse weather conditions. If a major change occurs after the date of commencement of your stay we shall either provide alternative arrangements or give you a pro-rata refund for all services not received.

Our Liability

We accept liability for any loss you may suffer if any part of the stay you book with us is not as described and not of a reasonable standard. We also accept liability if you suffer death or personal injury as a direct result of the stay arrangements failing to be as described and of a reasonable standard. However, these acceptances of liability do not apply if there has been no fault on our part nor on the part of our suppliers and the loss, death or personal injury suffered is attributable to your own acts or omissions, to the acts or omissions of a third party not involved in providing the services which make up your stay and where any unforeseeable or unavoidable, or to unusual or unforeseeable circumstances whose consequences could not have been avoided or anticipated even exercising all due care. They are also conditional upon you assigning to us any rights you may have against any other person whose acts or omissions have given rise to our liability.

Our liability to compensate you and the amount of such compensation is subject to the following limitations. First, in the case of damage other than death, illness or personal injury, compensation is restricted to a reasonable amount having regard to such factors as the stay cost and the extent to which the enjoyment of your stay can be said to have been affected. Second, in all cases, liability and compensation are limited in accordance with the provisions of all relevant international conventions, which concern accommodation.