

Booking Terms and Conditions – Wellsfield Farm Holiday Lodges

Holiday lodge bookings are made either on-line through Booking.com or directly with us by email/telephone.

Our terms and conditions are as follows:

PAYMENT

Booking.com bookings

Once you make a booking and you have provided your card details, we will not take a deposit from you. We will take payment in full on (or around) your stay booking date, using the card details that you provide on the Booking.com system. This applies to “virtual card” bookings and also “normal” card bookings, whichever you chose at the time of booking. The booking.com system can be accessed via our website - www.wellsfield.co.uk

We accept Booking.com discount schemes e.g. the Genius members discount scheme.

We accept most credit cards (e.g. MasterCard/Visa/Amex/Maestro).

Direct bookings by email or telephone

If your booking has been made with us directly by email or telephone, we will not take a deposit from you. Payment in full will be taken on (or around) your stay booking date, using the card details that you provide to us directly by telephone. You can book direct with us on 01324 822800. We will email a booking confirmation / invoice to you on receipt of your name, address, postcode and email address.

We accept most credit cards (e.g. MasterCard/Visa/Amex/Maestro).

CANCELLATION

If you wish to cancel at any time, the following terms and conditions apply:

Cancellation summary

- The guest can cancel free of charge until 14 days before arrival.
- The guest will be charged the total price of the reservation if they cancel in the 14 days before arrival.
- If the guest doesn't show up, they will be charged the total price of the reservation.

Free cancellation deadlines are in our property's time-zone which is GMT.

YOUR LIABILITY

Visitors to Wellsfield Farm Holiday Lodges will be responsible for any damage caused by them to any lodge(s) or theft of any items from the lodge(s) and will be liable to pay the cost of repair for any damages or item losses, normally before leaving, however in some cases after you have left our establishment.

A standard minimum fee of £150.00 will be charged to your card for any damage identified to the building structure (internally or externally) requiring repair or for any losses of items from the lodge(s). You will be contacted by us to inform you about the damage. In some cases we will gain estimates for any works from a tradesman and this cost will be communicated to you as soon as possible. Any additional costs associated with the damage or losses incurred will be charged to you, after you have left our establishment.

Any repairs or items removed having a total value of under £150.00 will result in us refunding the pro-rata balance.

OUR PRICES

The price you booked once confirmed is fully guaranteed and will remain fixed from the time you make a booking up until the day you arrive for your booking.

We do however, from time to time reserve the right to change the prices of any holiday lodge overnight stay in any of our on-line websites or social media platforms or information leaflets before you book. Although we try to avoid increasing prices, increases can occur.

AMENDMENTS BY CLIENTS

Should you wish to amend your booking after it has been made, you must contact us as soon as possible either electronically via email, or via the Booking.com messaging system or by telephone.

Amendments must be confirmed by the person who made the booking. We will endeavour to do our best to agree amendments e.g. date changes, however in some cases we may not be able to e.g. if we have no availability for a date change.

AMENDMENTS AND CANCELLATIONS BY US (WELLSFIELD FARM HOLIDAY LODGES)

We reserve the right to cancel your booking at any time, should for example any exceptional circumstances occur at Wellsfield Farm which would result in the holiday lodges being out of operation. We will endeavour to give as much notice as possible in such case.