## **Terms and Conditions**

### **Payment Details**

For all bookings we require a credit/debit card deposit of £50 per room. We will send you an email to confirm the booking. The balance is due on arrival.

No room bookings will be secured until a deposit has been paid.

Deposits are non-returnable. Payment of the deposit is acceptance of these terms.

We accept the following forms of payment: cash, debit card or credit card. (We are unable to accept AMEX or Diners Club cards). If payment is to be made by credit card, we wish to point out that we charge an additional 2%.

Tariff prices are per night and include Full English breakfast and a full Vineyard / Winery tour.

#### Non-availability

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

### **Arrival & Departure**

Your accommodation is available to you from 3pm on the day of arrival, unless otherwise arranged. Please be ready to leave your accommodation by 11.00am on the day of departure, unless otherwise arranged. Your bill for any extras or services taken during your stay is payable on departure.

#### **Damages and Breakages**

You are responsible and liable for any breakages or damages which you or any member of your party cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we reserve the right to make a charge to the guest's credit/debit card, or we may send you an invoice, for repair or making good if the damage or breakage is significant. We may make an additional charge if you did not report this.

Smoking, including the use of E-cigarettes, in the accommodation is prohibited.

### Liability

We do not accept liability for damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

## Children

We accept children over the age of 12 years. Younger children may be accepted in specific rooms and BY PRIOR ARRANGEMENT ONLY. We do not offer any child reductions.

## Pets

We do not accept pets of any type in our accommodation.

# Data

Any data gathered during the course of your booking may be held on computer. We execute appropriate protection of all personal information provided.