

## WHITEHILL NEST BOOKING CONDITIONS

**Acceptance:** By making your booking, you will be deemed to have accepted these terms and conditions which must be adhered to by all members of your group.

**Booking:** The person making the booking, and at least one staying guest, must be over the age of 18. We require full payment for the duration of your stay

**Arrival/Departure:** Our Pod is available from 3pm on the day of arrival. Check out is by 11am on the day of departure. Please remember to leave the keys in the pod on your departure!

**Number of Occupants:** You are responsible for ensuring the pod is not occupied by more persons than declared on your booking. The maximum number of guests per pod is six.

**Smoking, etc.:** Smoking and vaping is strictly prohibited inside the pods and in shared amenity areas. Candles and naked flames are not permitted.

**Pets:** Well behaved pets are welcome, the pod is situated in an enclosed area however not necessarily pet proof. We have our own family dog Maggie a friendly Labrador.

**Behaviour and Noise:** You are responsible for the behaviour of all members of your party. The site is family friendly and we ask all guests to respect this and to adhere to a quiet time between 10pm and 8am. Anyone causing a nuisance or disturbance or wilful damage to our property may be asked to leave the site immediately. No refunds will be given in these circumstances and we reserve the right to claim compensation for any damages or inconvenience caused.

**Hot Tub:** Can only be used if previously booked through the website, may not always be available due to water levels. Children are not permitted in the hot tub without a parent. No suncream/tan to be applied before entering hot tub.

**Children:** Parents or guardians are responsible for supervising their children at all times in the pod/hot tub and within the site grounds.

**Rubbish and Recycling:** We are committed to recycling and would ask that you please keep recyclable and non-recyclable waste separate and use the correct bins provided.

**Livestock:** There will be sheep and cows in the field adjacent to the site at certain times of the year. Please respect the animals and do not try to approach or feed them. Please also keep dogs on a lead when walking through fields where livestock are.

**Cancellations:** We are able to refund cancelled bookings up to 14 days prior to arrival. In the event of late cancellations or no-shows, we do not offer any (either full or partial) refund.

We strongly advise you to take out the appropriate travel insurance so you can have peace of mind that your costs will be covered should you need to cancel your stay for any reason.

In the unlikely event of cancellation of your booking by us, i.e. if we are unable to fulfil the booking and have to cancel before it is due to start, you will be entitled to a full refund. You may also choose alternative dates.

**Liability:** We accept no responsibility for any personal injury to you or any member of your party, or any loss or damage that may occur to any personal possessions for the duration of your stay.

**Our property:** Please do not remove any item from the pods. Whilst towels are provided, these are for use inside the pod and should not be taken to the beach or swimming pool. If you intend to visit a beach or pool please bring your own towels for this purpose.

**Right of access:** We reserve the right to enter the pods at any time for the purpose of inspection and to carry out any essential repair or maintenance work.