



White Cottage Luxury Pods

Email: info@whitecottageholidaypark.co.uk

Terms and Conditions

Admission/ General

- Under 18's must be accompanied by a responsible adult.
- The maximum number of people allowed to stay in the pods is 4 (2 for the Shepherds Hut). Management reserve the right to ask those who are not named on the booking form to leave immediately. Furthermore management reserve the right to ask the whole party to leave if they believe that the behaviour of the guests is unacceptable.
- Management reserves the right to decline entry to anyone who they believe is not suitable or incapable of being in charge of the Pod/ Shepherds Hut and in breach of contract of Terms and Conditions stated at the time of booking.
- Management reserve the right to enter the Pods/ Shepherds Hut in the event of an emergency or at suitable time (with prior notice given to guests) to make any remedial repairs that we deem urgent.
- Check In time from 2pm
- Check Out time 10am
- All bedding/ towels included within the price stated.
- Quiet Hours must be respected between 11pm and 7am
- Should we need to amend your booking dates and the customer chooses a date with a higher price rate, White Cottage Pods reserve the right to charge the customer at the higher rate for the stay.

- No Drones to be used on the Park
- No Electric Scooters to be used on the Park
- No Petrol remote controlled cars to be used on the park

Good Housekeeping Bond

- A Good housekeeping bond of £150.00 is required for the duration of the stay. This can be paid on or before arrival. A credit or debit card is needed to preauthorise the amount which will be released upon checkout, once the pod has been cleaned and no claims are needed to be made.

Pets

- 1 dog is permitted in the Pods,(2 on request at an additional charge of £25.00) but we ask that they do not sit/ sleep on the furniture, throws, soft furnishings and bedding.
- Please bring a blanket/Throw to cover the furniture. An extra charge will be incurred if dogs are found on the furniture.
- Pets are not permitted in the Shepherdess Hut.

Arrivals and Departures

- The Pods and Shepherds Hut will be available from 2pm on the day of arrival and we ask that you vacate on the day of departure no later than 10am so we have enough time to prepare for our next guests.
- Late departures will result in an additional charge of £30 per hour.
- You will be given information regarding keys and how to collect once payment has been received.

Cars are not permitted to drive to the pods, cars should be parked in the designated parking area and possessions walked over to the pods via the gravel pathway.

Cancellations or changes made by the owner

- We do not expect to have to make any changes to your booking. However, sometimes problems happen, and bookings have to be changed or cancelled or mistakes in brochures or other details corrected.
- We have the right to do this. If we need to do this, we will contact you (by phone if reasonably possible in the case of a significant change or cancellation – we will let you know about minor changes by email) as soon as is reasonably practical.
- We will explain what has happened and let you know about the cancellation or change.

Events beyond our control & effect on our properties/ facilities

- Unless we say otherwise in these booking conditions, unfortunately we will not be legally responsible for any compensation if we are prevented from carrying out our responsibilities under this contract as a result of events beyond our control. This means an event we or could not, even with all due care, expect or avoid, including but not limited to:

strike •lock-out or labour dispute •natural disaster •acts of terrorism, war, riot or civil commotion • Government instruction/policy/guidance or law •malicious damage •keeping to any law or governmental order, rule, regulation or direction •accident •breakdown of equipment or machinery •the breakdown of WIFI, due to our rural location it is beyond our personal control • fire, flood, snow or storm •difficulty or increased cost in getting workers, goods or transport; and other circumstances affecting the supply of goods or services.

Cleaning

- We pride ourselves with the cleanliness of the pods and are extremely proud with the standard that we deliver, we ask that our guests respect this and leave it in a manner that is acceptable, APN Leisure LTD reserve the right to charge an additional fee if the pods and Shepherds Hut are left in a state that is not acceptable. We ask that you do not allow your pets to sit/ sleep on the furniture. If this has been the case then we reserve the right to charge for extra cleaning. This will be claimed via the Good Housekeeping bond.
- Please Do not hang wet towels from the curtain rails. Airers are provided for you to hang your wet towels.
- A full inventory is provided within the welcome pack. We ask that you check this prior to leaving that all items are accounted for.
- On no account is any of the furniture to be moved from one room to another or one floor to another or to be taken out into the garden or brought in from the garden inside the property. The movement of furniture can cause damage to the furniture itself, damage walls, floors and causes us a great deal of problems when resetting the property. This action may/can result in the loss of some/all of your Good House Keeping Bond.

WIFI

- Wifi is provided as part of your booking. It should be used for reasonable and lawful usage. If this is breached, we have the right to remove the WIFI service from your property and ask you to leave the site. This may result in the loss of some/all of your Good House Keeping Bond. We are in a rural area therefore sometimes there maybe connection issues. We cannot take responsibility for poor signal due to the service provider.

Smoking

- **Smoking is strictly prohibited** in all of the Accommodation. If we find that this action has taken place within Any of the properties and that it will affect us being able to re-let the property after your departure, then we reserve the right to charge additional cleaning costs to cover the cost of a deep clean on all fabrics/furnishings, so that the property

can be re-let as a non-smoking property (This can/may be taken out of your Good Housekeeping Bond)

FirePits

Fire Pits are provided for your use whilst staying with us.

Please respect the following to keep yourselves and other guests safe:

- Fires must be kept at a controlled height and within a sensible distance from any flammable items
- Please do not place fire pits on the decking, please place on the grass or the paving.
- Fires must not be left unattended.
- Fire pits must not be moved whilst burning and whilst hot.
- Do not empty hot ashes into the rubbish bins.
- Children must not play near the fire pits.

NB BBQ attachments are available from reception. Please call Katie 07740918499

No Disposable BBQS allowed in the Glamping area.

Breakages

- Damage and breakages to any parts of the Pod, furniture, bathroom, kitchen, doors and windows will incur charges to cover repairs and/or replacements
- Please notify management before leaving of any breakages so we can make arrangements for items to be replaced/ fixed before our next guests arrive.

Liability

- White Cottage Holiday Park accepts no responsibility for the security of our guests personal possessions whilst on the Park. Cars and Personal possessions are left entirely at the risk of our guests.

Fire Safety

- Your safety is our Priority whilst you are our guest. In the event of a Fire please vacate the Pod as safely as possible. There is a fire extinguisher and a manual torch provided for use in emergencies. Please do not remove these from the Pod.
- Please make your way to the assembly point in the Carpark located next to the Bins and await instructions from a member of the Team.

Special Requests

- If you have any special requests, please let us know at least 24 hours prior to arrival. We will try our upmost to accommodate and meet your requests where possible. Please email Katie info@whitecottageholidaypark.co.uk or call 07740918499.