

Terms and Conditions for Heathwood

Welcome: Thank you for choosing to book your stay with Heathwood. We look forward to welcoming you. When you make this booking, you are entering an agreement with us. Please read our terms and conditions of booking.

Payment: The total amount due (less deposit received) is payable on arrival; payment is appreciated by cash or credit/debit card.

Prices: The price includes accommodation and a full English or Continental Breakfast. We accept the following forms of payment: Cash, debit cards or credit cards.

Pets: Pets are Not permitted.

Not Suitable for Children under 12years

Cancellation and Insurance: Once you have booked your stay, our agreement is a legal contract and any deposit you may have paid is non-refundable. If you need to cancel, please contact us immediately. For cancellations made up to 7 DAYS before your booking, you will not be liable for the total balance. For cancellations made after this time or by failing to take up the booking without cancelling you will be liable for the total amount. For this reason, you may wish to take out cancellation insurance, which is inexpensive and can be obtained from any good broker.

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: After 1 p.m. Please confirm an approximate arrival time. (unless otherwise arranged)

Departure: 10 a.m. Please be ready to leave your accommodation by 10 am on the day of departure, unless otherwise arranged.

Non-Smoking: Outside Smoking Area provided.

Damages and Breakages: Please take care with our accommodation. You are responsible and liable for any breakages or damages which you 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 may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of £50.00 if you did not report this.

Liability: We do not accept any liability for any 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.

Data: Any data gathered during this booking may be held on computer. We look forward to welcoming you to Heathwood and wish you a pleasant stay.

