

## **Booking Advice & Conditions**

### **1 Bookings**

We would advise in the first instance that all bookings are provisional until confirmed by Devonshire Hotels. We are unable to accept more than the maximum number of people shown in the letting particulars for each property. If after completing the booking you wish to change the size of your party, you should advise us prior to your arrival. Access to the properties is from 4.00pm on the day of arrival, with vacation by 10.00am on your day of departure. Shepherd Hut bookings are for residential purposes and no commercial activity should take place. You will receive the details and directions to the holiday accommodation on receipt of your final payment. Check in is contactless so please read the arrival instructions for details of how to access your accommodation and keys.

### **2 Payments**

A deposit of 30% of the booking fee is payable to secure the booking. The balance is due in full six weeks before the start of your holiday. Full payment is required at the time of booking when this is within six weeks of the start of your holiday. Once your deposit has been received, we will write and confirm your booking.

### **3 Value Added Tax**

VAT is included in the quoted price for your holiday at the rate applicable at the time of printing. Our confirmation of booking is not a VAT invoice.

### **4 Holiday cancellation**

You should notify us immediately by telephone should you consider it necessary to cancel your holiday and this should be followed by written confirmation of the cancellation. A 30% non-refundable and non-transferable deposit is required to secure your reservation. The remaining balance of the reservation will be charged 6 weeks (42 days) before arrival. All deposits are non-refundable.

### **5 Loss or damage**

Any loss or damage to Shepherd Hut contents should be notified to us in order that replacement or repairs can be carried out. Only in the event of the repair or replacement costing in excess of £50 would we look to recover the cost.

### **6 Noise**

Quiet hours are between 11pm and 7am. Music players/radios must be kept to a reasonable volume at all times and must be switched off by 11pm. Please respect your fellow guests by keeping noise levels to a minimum after this time.

### **7 Large parties/bookings of multiple properties**

For large parties booking more than one hut, we reserve the right to charge a returnable deposit/bond against any damage that may arise, and for bookings of more than one hut you are asked to ensure that any items of furniture or equipment moved from one of the hut is returned to its rightful place at the end of the holiday.

### **8 Cleanliness**

On your arrival the huts will have been thoroughly cleaned between lets and the beds ready-made. Visitors are asked to leave the properties in the condition they found them in.

## 9 Open Fires, BBQs and Fire Pits

Open fires and fire pits are not allowed.

## 10 Smoking

Smoking, including the use of e-cigarettes, is not permitted inside the huts.

## 11 Service to all cottages

Heating and electricity are included in the price, together with an initial basket of logs for the wood-burning stoves in the properties where these are provided. Linen (except cot linen) and towels are provided at no extra cost. For visitors staying for two weeks, a change of bed linen is available and cleaning at a convenient time.

## 11 Complaints/equipment faults etc

If you are having a problem with any of the equipment in the property or have feedback about the service or standard of accommodation, please do so at the time the problem occurs by calling 01756 718111.

## 12 Short Breaks

All properties are available for short breaks where stated in the price list. The minimum stay is for two nights.

## 13 Parking and access

There is parking available at all properties. Parking is clearly signposted on arrival. Access from the car park to the huts via uneven terrain using a combination of natural pathways including grass and gravel, all huts are accessed by a small number of steps.

14 Fireworks are NOT ALLOWED at the huts to avoid upsetting local livestock.

## 15 Contracting Company

The Devonshire Hotels and Restaurants Group Limited.

Registered office address:

Devonshire Hotels & Restaurants Group Limited.

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Bakewell

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Company number 01572796

Registered England & Wales