

THE DEN

Terms and conditions

A minimum 2 night stay applies on Friday and Saturday nights. A minimum 3 night stay applies over bank holiday weekends, Christmas and New Year.

-The Den sleeps a maximum of 4 people.

-A 25% deposit is to be paid at time of booking. Bookings can only be secured with a deposit, we are unable to hold provisional bookings. Please note deposits are non-refundable and non-transferable to other dates.*

-The full balance is due 6 weeks prior to arrival. Please note balance payments are non-refundable.**

-Cancellations- All payments are non-refundable***. We strongly recommend you take out insurance cover against any cancellation.

If a cancellation is received with 6 or more weeks notice no charge will be made for the outstanding balance.

If a cancellation is received with less than 6 weeks notice every attempt will be made by ourselves to re-fill the booking. In the event we are unable to re-book the outstanding balance will be charged.

-Cancellation by us- In exceptional circumstances whereby we are unable to provide accommodation for your booking, any deposit and balance payments that have been made will be returned.

We cannot accept liability for any consequential losses incurred by guests as a result of cancellation by ourselves.

-Due to fire safety please inform us of any additional guests on arrival.

-Sorry we do not allow dogs in The Den.

-The Den is not suitable for children under the age of 6 years old. Children must be supervised at all times.

-Arrival time is from 4pm. Please contact us if you anticipate arriving later than 9.30pm.

Departure time is 10am.

-No smoking is permitted anywhere in The Den. No naked flames or candles are permitted.

-We live on-site and kindly ask guests to be respectful and mindful of noise and behaviour during their stay, thank you.

-Before you retire to bed please ensure the wood burner has died down, doors and fully closed and the lower vents are closed. If you need assistance using the wood burner please ask.

-We accept no responsibility for injury to any persons or loss or damage to any personal property, equipment or vehicles during your stay.

-We cannot accept responsibility for loss or expense incurred due to delays in travel, weather conditions or due to sickness or any other reason.

-Please check you have all your belongings before you leave. A charge will be made cover any postage costs.

-Please leave The Den clean and tidy and remove any food from the fridge and kitchen.

-Please report any breakages and damage immediately. We reserve the right to make a reasonable charge for any breakages, damage or additional cleaning required and to inspect the property at any time prior to departure.

-Please ensure all keys are returned to us at the end of your stay.

* ** *** In the event of a national or local lockdown guests will have the opportunity to postpone their stay or receive a full refund.

-Terms and conditions are subject to change,
Reviewed Sept 2021.

Thank you.

COVID UPDATE

Updated Sept 2021.-Any advance bookings are subject to any government guidelines, restrictions and legislation in force at the time of your stay.

-We cannot accept bookings from guests in self isolation or from guests needing to quarantine.

-Please only visit if you and members of your group are well and are not self isolating.

-If any of your family show signs of having the virus please notify us immediately.

The person must contact www.nhs.uk or call NHS 111 and arrange to be tested as a matter of urgency. The result must be shown to us. If positive you will need to leave if any member of your party can drive you.

If that's not possible and you have to self-isolate here then you will have to pay for your extended stay and for any bookings cancelled as a result.

- We recommend regular hand washing during your stay.

-Hand sanitiser will be available(please do not remove from the property).

-The Den will have been deep cleaned as per guidelines prior to your stay. Cleaning products will be available for guests to use during your stay(please do not remove from either property).

-Please wash all cutlery, crockery, glasses, pots, pans and dishes well in hot, soapy water.

Further information about the government guidance can be found at www.gov.uk