

Birch Grove Cabin Terms and Conditions

When payment has been received from you, these terms form a contract between us and you as the representative of guests named in the booking.

Number of Guests

The maximum number of guests who may stay at the property is two. We will ask you for the names of people staying at the property at the time of booking. If more than two people are using the property this will be considered a breach of contract and you will be asked to leave. In these circumstances you will not be entitled to any refund. If there are any changes to the guests who will stay at the property you must advise us before you arrive.

Children

Sorry we do not allow children.

Pets

There is a strict no pets policy anywhere at the property.

Smoking vapes & candles

Smoking in or anywhere outside at the property is not permitted. Evidence of smoking including odours or discarded smoking or vaping paraphernalia will result in forfeit of the good housekeeping deposit and we reserve the right to ask you to leave with no refund. No candles are permitted to be used at the property

Fireworks and outdoor fires

Sorry we do not allow fireworks or outdoor fires.

EV charging

We do not have a dedicated electric vehicle charging point. However, we have a dedicated 13amp external socket available for trickle charging. We request you inform us at the time of booking if you wish to use this facility. We reserve the right to make a charge for use of additional electricity.

Photography

Photography for commercial purposes is not permitted without prior approval.

Bookings

You can make a booking by emailing birchgrovecabin@gmail.com. A deposit is payable once we have confirmed your booking. You must be aged 18 or over to make a booking. The balance and good housekeeping deposit are payable no later than 30 days before your arrival date. Bookings made less than 30 days prior to arrival date must be paid in full at the time of booking.

Payment

Payment can be made by bank transfer when a booking has been confirmed.

Good housekeeping deposit and cleaning

A good housekeeping deposit of £200 is payable when the balance is due to cover breakages, mishaps and cleaning beyond that reasonably required. We will contact you if we determine any additional cleaning or breakages have occurred. Otherwise your good housekeeping deposit will be returned to you within 1 week of your departure.

We ask you leave the cabin clean and tidy on departure. We reserve the right to deduct additional expenses from your good housekeeping deposit should we find the property requires excessive cleaning time, we will notify you if this is the case.

Damage and breakages

We understand accidents can occur, please inform us straight away if you break or damage anything. This will allow us to replace or repair the item before our next guests arrive. We reserve the right to deduct the cost of breakages/repairs from your good housekeeping deposit. Minor breakages such as a broken wine glass will not be charged for but please inform us so we can replace the item before our next guests arrive. Illegal activities

Guests are not to commit or allow any of your party to commit any act which breaks the law and not to use the property for any illegal purpose.

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If you cancel your booking

If you need to cancel, you must let us know as soon as possible in writing. We will try our best to rebook your dates to other guests and refund your payment. We retain the right to keep 10% of your payment to cover admin costs. If you cancel within 30 days of your booked dates and we cannot rebook to other guests we reserve the right to retain your payment in full. We will refund your good housekeeping deposit in full if you cancel. We recommend you take out travel cancellation insurance.

If we cancel your booking

It is unlikely we will cancel your booking, however, if we do cancel we will refund you in full. We will not be liable for any onwards or consequential costs of cancellation incurred by you.

Arrival and Departure

The cabin will be available from 4pm on arrival date and should be vacated by 10am on departure date. If we do not have other guests leaving/arriving on your dates we may be able to allow early arrival / later departure for you. We will advise you nearer your dates if this is possible. We will send you details regarding how to access the cabin after final payment has been received.

Privacy and security

We and third party vendors acting on our behalf will necessarily process your personal information to take your booking and enable your stay at the cabin. We only retain this data where reasonable for us to do so. We will upon request advise you of any data we hold relating to you and remove or destroy this data should you ask us, where this is reasonable or necessary under legislation.

Fixed camera equipment is installed at the property and is external only. The camera is easily visible and monitors the road entrance gateway to the cabin. The camera is not continuously monitored and any recordings will be deleted after your stay unless evidence of a crime or wilful wrongdoing. Such recordings may only be provided to the police or insurers.

Limit of liability

We take no responsibility for personal possessions or vehicles, and your possessions are left at your risk. We shall not be liable for any loss or damage to possessions and vehicles or personal injury during your stay.

WiFi

Wifi is available at the property for guests use, however we cannot guarantee the service provided by EE. Speed and area wide outages are beyond our control.

Website accuracy

The contents of our website have been prepared in good faith. Occasionally items are replaced and images on our website may differ at times. We will make every effort to inform you of major changes at the time of booking.

Miscellaneous

We reserve the right to enter the cabin for emergency repairs at a reasonable time. For non emergency matters we will arrange a time with you in advance. We also reserve the right to or ask you to leave if your behaviour be considered unsafe, unreasonable or in breach of any of the agreed terms.