**Terms and Conditions**

Bookings at Hawthorn Hideaway are subject to the following terms and conditions as agreed to at the time of booking.

* A contract between you and Hawthorne Holidays Ltd for a lodge at Hawthorn Hideaway will come into existence when we receive payment and accept your booking by issuing a confirmation of booking for the holiday dates shown in the rental agreement. The contract binds you & the other members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
* A deposit of 25% of the total cost of your accommodation will be taken upon confirmation of your booking. The balance must be paid so as to arrive no later than four weeks before the commencement of your holiday. If the balance is not received by the due date then your holiday will be treated as a cancellation and the client will remain liable to pay the balance of the fee. You will be sent a reminder when the fee is due, we will automatically release the date within three days if the payment is not received.
* The number of persons using the accommodation at any time must not exceed **2** and only those people listed on the booking form can occupy the cabin. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
* In the case that you may need to transfer a booking, this must be agreed in advance in writing or email and a charge of £25 admin fee will be administered.
* Bookings cannot be accepted from persons under eighteen years of age.
* You may not bring children under the age of 18 onto the site.
* Hawthorn Hideaway reserves the right to refuse a booking without giving any reason.
* We or our representative reserve the right to enter the cabin or other area of the site at any time to undertake essential maintenance or for inspection purposes.
* Tenancies normally commence at **4pm** unless otherwise agreed and guests are required to vacate the cabins by **11.00am** on the day of departure. This allows the accommodation to be thoroughly cleaned, sanitised and prepared for incoming guests.
* Pets or smoking anywhere on the premises except allocated outdoor smoking areas will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by pets or smoking will be at your expense. In the event of smoking occurring in the cabin a deep cleaning charge will be applied and will be deducted from your damage deposit.
* While we accept normal wear and tear will occur, in making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result.
* Damage to property – Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in your accommodation please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you could replace them or advise us before you leave. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage found.
* Please be sure to lock the doors and close the windows when you leave your property unoccupied.
* Under no circumstances should any flammable items be placed on or near the wood burning stoves.
* Hawthorn Hideaway is situated in a small woodland, by a canal, there is also a pond onsite. Please bring suitable clothing for these conditions. Be aware that ground may be slippery, muddy and uneven.
* Wildlife - There is an assortment of wildlife onsite such as rabbits, stoats and squirrels so be wary of holes etc. Care must be taken if you are walking off of pathways or by the embankments. Also please dispose of any food items responsibly or it will attract vermin.
* While we allow low level music/noise inside the cabins, it must not be excessive and should not disturb other guests.
* Hawthorne Holidays Ltd reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
* Please note that in the event that any keys and gate fobs issued are not returned at the end of your stay, then the cost of replacement will be charged to you. Cost of replacement keys and gate fobs are £10 ea.
* The client may in no circumstance re-let or sublet the property.
* The internet connection is available (at no extra cost) subject to technical availability.
* The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds including such items as (but not limited to) hot tubs, sauna and barbeque cabin.
* All inventory must remain in the property it was in at arrival and not be taken to another property, (except for the BBQ cabin equipment, though this must be returned to the lodge.
* Hot tub and sauna disclaimer – All guests must abide by Hot Tub and Sauna safety rules.
* We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
* If you have purchased or received a gift voucher, then please note gift vouchers are valid for one year from date of purchase.
* Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us and we will endeavour to put matters right. Any complaints not reported to us at the time and only reported after the client has returned from holiday will not be considered by the proprietor.
* We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
* Please note Hawthorn Hideaway is privately owned and is adjacent our own home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.

Cancellation policy

* All cancellations must be immediately notified by telephone and then in writing. If you cancel your holiday more than 4 weeks before it is due to start, then your deposit will be forfeit. If you cancel less than 4 weeks prior to the holiday, then the full balance remains due.
* We strongly advise that you take out comprehensive travel insurance. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.
* Your booking will not be cancelled by Hawthorne Holidays except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly either reschedule your stay to another slot suitable to both parties or refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
* The number of persons using the accommodation at any time must not exceed **2** and only those people listed on the booking form can occupy the cabin. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
* In the case that you may need to transfer a booking, this must be agreed in advance in writing or email and a charge of £25 admin fee will be administered.
* Pets or smoking anywhere on the premises except allocated outdoor smoking areas will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by pets or smoking will be at your expense.
* We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others