

General:

By booking a stay at the Poppies or the Woodlands you are entering a binding contract with the owner Alwyn Tasker which is subject to these terms and conditions. References to 'us' & 'ours' refer to Alwyn Tasker, and 'you' & 'yours' relate to the person making the booking plus all members of the holiday party. It is your responsibility to make all those members aware of our Terms & Conditions.

Booking:

Usually you must be over 21 years of age at the time of making a booking. You must have the authority & responsibility to accept all the conditions on behalf of all other party members. We reserve the right to refuse a booking.

Group bookings and special arrangements:

For large group bookings or if you or members of your party are under 21, or for any other special arrangements, please contact us to see if we can accommodate you.

Reservations and deposits:

Reservations can be made by phone, email or preferably via our online booking system. We will confirm the reservation by email, and hold it for you for a maximum of 7 days. A 30% deposit and completed booking form must be received within 7 days of a reservation, otherwise the reservation will be cancelled. We will confirm a booking by emailing a written confirmation of booking. You must check this and notify us of any errors immediately.

Payment:

By online booking payment gateway, bank transfer or cheque made payable to Alwyn Tasker. After a deposit has been paid the balance is to be paid in full 6 weeks before the holiday is due to start. If you book your holiday less than 8 weeks before it is due to start you must pay the full cost of the holiday at the time of booking. It is the guests responsibility to pay the final balance when it becomes due, and although every effort will be made to email them at the time we are under no obligation to do so as emails sometimes go astray and we may not be aware this has happened..

Damage / Security Deposit:

There is no damage/security deposit for family groups or returning visitors, although we expect any damage to be acknowledged and paid for. We may require a security deposit to be paid in cash on arrival from larger groups or specially arranged holidays. This is refundable within 2 weeks of the end of your holiday less any payments for damage, returning left belongings, or excess cleaning required, etc.

Cancellations and changes:

If you cancel your holiday more than 6 weeks before it is due to start, we will retain your deposit, but will return any remaining balance paid. If you cancel your holiday less than 6 weeks before it is due to start, we will retain all monies paid to us. However we will try to rebook the holiday and if

successful we will refund you your payment, less the deposit. We strongly advise that holiday cancellation insurance is purchased.

We may be able to arrange to change the booked dates of your stay but all additional costs due to the changes must be paid for by you.

Number of guests:

The number of guests staying at the Poppies or the Woodlands must not exceed that stated for the property except by prior arrangement. If it does, we will deny you access, or ask you to leave before the end of your holiday. We will treat your holiday as having been cancelled, and you will not be entitled to a refund of your holiday monies or any compensation.

Arrival/departure:

Arrival time is 4pm on the first day and departure time is 10.00am on the last day, except by prior arrangement. You are responsible for informing us of late arrival so we can arrange entry should we or our representative be unable to greet you on arrival. If you do not contact us and have not arrived by noon on the day following your expected arrival date we will treat your holiday as having been cancelled by you and you will not be entitled to a refund.

Pets:

Dogs are allowed, please do not leave your dog alone for a long period of time.

No Smoking:

Strictly no smoking or e-cigarettes in the property.

No Naked Flames / No Candles:

No open fires or candles in the property.

Guests' obligations:

You must keep all furniture, fittings, and effects both inside and outside the property in the same state of repair and condition as at the start of the holiday. Loss, breakages and damage must be reported and will have to be paid for unless of a minor nature like occasional breakage of crockery. Please report any malfunction of equipment immediately so we can arrange a prompt repair.

While you are resident in the property you must take all reasonable precautions to keep it safe and secure. Report lost keys or other security issues to us immediately.

You must leave the property clean and tidy. Excess cleaning will be charged.

Towels must not be removed from the property. Please bring your own beach towels. You must behave considerately towards others, to us and our representatives, to neighbours and the community, wildlife, livestock and property. Offensive, rude or dangerous behaviour will not be tolerated. We reserve the right to bar you from the property without refund or any other liability if in our reasonable opinion your behaviour is unacceptable. Further, should we reasonably believe

you are likely to act in such a way, we reserve the right to bar you from the property without refund or any other liability.

Owners access:

You must allow us, or anyone representing us, access to the property and grounds at any reasonable time during your holiday.

Cancellation and changes by us:

Once we have issued a written booking confirmation we will do our best not to make any changes to your booking. We undertake to inform you promptly of changes. In the unlikely event of cancellation of your holiday, we will refund all monies paid but will have no further liability or obligation.

Liability:

Personal belongings are the responsibility of guests themselves. We accept no liability for any accident, loss or damage to property or persons or pets or vehicles (including their contents) whilst on the premises. We will not be responsible for failure of services beyond our control.

Children must be supervised at all times.

Complaints:

Your holiday enjoyment is very important to us and we do all in our power to ensure it. Complaints must be reported immediately. You are responsible for telling us about problems and giving us the opportunity to put things right.

Website accuracy:

We do everything we can to ensure the accuracy of our information, especially on our website. We accept no liability for changes, or for changes to amenities and local activities, including those listed in our literature. Distances are approximate.

Please note the accommodation is within Penstowe Manor Park and all facilities offered at the park are the responsibility of the park and not of Alwyn Tasker, therefore Alwyn Tasker can not be held responsible for any failings of the Park Facilities during your stay.