Terms and Conditions

The Shepherd's Rest

1. Booking: All bookings require a deposit of £100. The final balance is due 4 weeks before the date of arrival. If the final balance is not paid on the due date The Shepherd's Rest, will send a remind, if it is still not paid, The Shepherd's Rest will advise by guest email (if applicable) the booking is cancelled and the deposit payment forfeited. For bookings made withing 6 weeks of arrival full payment is required at time of booking.
2. Cancellations: If the booking is cancelled prior to the balance having being paid 75% of the deposit is refundable, £25 will be forfeited as an admin fee. The cancellation must be made via email more than 28 days prior to the arrival to receive £75 of the deposit refunded. Cancellations made within 28 days of arrival, where the full balance has been paid will only receive a refund if the property is subsequently relet. Every effort will be made to relet the dates but this could be at a price which is less than the original rental. A £50 admin fee will be deducted from the total refund.
   We strongly recommend taking out appropriate cover to protect against cancellation.
3. For cancellation imposed by Covid19, or other late illness or injury the same terms apply.
4. Amendments: A booking can be amended to a new date, a new rate would be calculated which could mean the booking is higher or lower in value than it was previously. Date changes must be requested by email with a minimum of 14 days' notice, and will incur a £25 admin fee.
5. Children and Infants: Due to the size of the hut, we recommend this to be a couples retreat and advise leaving children/infants at home.
6. Discounts/Special Rates: If you wish to claim a discount, book on a special rate, or use a voucher, this must be mentioned at the time of booking. Rates cannot be altered once the booking is made.
7. Arrival & Departure Times
   In order that the property can be thoroughly cleaned and prepared for the next arrival, departure time is strictly by 10:00am with arrival being from 3.30pm. If the holiday accommodation is not vacated by the designated departure time we reserve the right to charge for overstaying by up to £25 per hour (or part of) after the designated departure time. All pods have a key safe, you will be sent the code via email on the day of your arrival, you may check in by accessing your key any time from 4pm.
8. Personal belongings: vehicles, baggage and personal belongings are at the guests risk at all times.
9. Dogs: We do allow dogs, please respect our dog rules.
   - Dogs should not be allowed on the furniture or bedding
   - Dogs must not be left unattended in the property
   - Dogs should be clean and dry before entering the hut
   - Dogs should not cause any annoyance or nuisance to other occupants on site
   - Dogs must be kept under control and on a lead at all times.
   - Dog poo must be collected in poo bags and placed in the bin provided
   - Any extra cleaning required due to the dog or damages caused must be reported and paid for prior to departure
10. Promotions and tariffs: All tariffs are subject to availability and can be withdrawn or changed at any time. Special promotions are not available with any other offer and not available bank holidays, school holidays or over the festive period.

11. Smoking: All accommodation is non-smoking and vaping, guests must not smoke anywhere indoors. If any evidence of guests doing so is found, a deodorising charge of £200 must be paid.
12. Damages & Breakages: All breakages, damages or soilage must be reported and charged for accordingly.
13. Travel Insurance: We recommend you take out holiday / travel insurance in case of cancellation.
14. Lost property, please take care to check for all belongings before departure. If you realise you have forgotten something please contact us as soon as possible and we will try to get the item returned for you. There is a postage fee to be paid, which varies on the size of item. Lost property items will be kept for up to a month, before being disposed of.
15. Please respect the hot tub rules:

- **Please shower before using the hot tub.**.
- **No glass** or breakable items are permitted in or around the hot tub.
- **No alcohol** is permitted in the hot tub.
- Please do not adjust the temperature or controls without permission.
- Please limit each session to **20–30 minutes**.
- Please drink plenty of water and leave the tub immediately if you feel dizzy, unwell or overheated.
- Do not use **bubble bath, oils, lotions, bath salts or other products** in the water.
- Please do not enter the hot tub with excessive mud, sand or dirt.
- **Pets are not permitted** in the hot tub.
- Please observe the cottage's **quiet hours** and be considerate of neighbours.
- Please replace the cover securely after use.
- **Do not use the hot tub during thunderstorms or other severe weather.**
- Please report any problems, damage or unusual water conditions to the host immediately. Do not attempt repairs yourself.