

## **Bentley's Terms and Conditions**

We appreciate that Terms and Conditions rarely offer the most dazzling content, however we do ask that guests take the time to read as they clarify the contractual relationship of each booking. As ever should guests require any help or advice please don't hesitate to ask.

### **Booking**

Bookings can be placed via the website or by contacting Bentley's direct on 01794 340658 or email [glamping@bentleysfrenchmoor.co.uk](mailto:glamping@bentleysfrenchmoor.co.uk).

Booking and initial payment are considered to establish the legal contract between Guests detailed in the booking and Bentley's.

### **Payment**

The price for the stay will be that stated on the website [www.bentleysfrenchmoor.co.uk](http://www.bentleysfrenchmoor.co.uk) at the time of booking.

### **Cancellation**

A booking can only be cancelled prior to the start of a letting. Cancellation by Guests will be subject to the cancellation charges set out below (as a percentage of the rental cost of the holiday):

- 0 to 27 days 100%
- 28 to 55 days 75%
- 56 days or more 50%

Subject to an Administration Fee of £30, wherever

possible, Bentley's will actively re-sell cancelled dates. If successful, Bentley's will return any monies paid less the difference between the cost of the cancelled booking and the replacement booking.

If Bentley's is unable to sell any part of the cancelled period then all monies paid will be forfeit and for this reason Guests are strongly advised to obtain their own holiday cancellation insurance.

Bentley's shall not repay any monies due to Guests as the result of a booking cancelled by the Guest until the whole of the cancelled period has been resold or the last day of that period has passed.

In the unlikely and unfortunate event that Bentley's need to cancel a booking, Guests will be provided with a full refund.

In the event that Bentley's become unsuitable for holiday letting due to any unavoidable or unforeseen event or severe weather Guests will be given the option of re-booking on a mutually agreeable date.

## **Arrival and Departure Times**

Guests will need to confirm their arrival time at the time of booking and are asked to confirm when between 4-6pm they plan to arrive. Alternative arrival times may be possible by prior arrangement.

Guests will need to confirm a time of departure – preferably before 11.00am

## **Parking**

Allocated parking for one car is provided.

## **Care of the Hut**

Guests are legally obliged to take all reasonable and proper care of the hut including, buildings, gardens, fixtures, fittings, furniture, pictures and other effects in or around the hut, and shall leave them in the same state of repair and condition at the end of the rental period as found at the beginning.

In the event of any damage to the Hut or equipment during the stay, Guests are required to notify the owner.

Guests agree to leave the property in a clean and tidy condition: this includes cleaning all cutlery and crockery and placing all rubbish in appropriate waste bins.

Guests agree to respect the surroundings and not to disturb or otherwise annoy the occupants of neighbouring properties.

Bentley's reserves the right to enter the property to investigate concerns relating to the care of the property or to disturbances. Bentley's is within their rights to request that Guests vacate the property with immediate effect if it is found to be in a neglected or damaged condition.

Much love, time and expense has been lavished on the Hut and as such whilst it is sincerely hoped that the respectful enjoyment of these will only serve to enhance the Guest experience, it is understood that a degree of normal wear and tear is to be expected. Should any significant damage or breakage occur however (above £25 total to rectify) then Guests will be held responsible and liable to a charge equal to the lowest current market value.

Sun cream, fake tan, waterproof makeup and hair dye can all cause permanent damage to bedding, linen and towels. Bentley's ask that Guests take care

when using these products, Bentley's recommend that Guests planning to use such products during their stay bring their own spare linen to prevent damage to items at Bentley's . If damage / staining does occur and the items cannot be cleaned Bentley's reserves the right to charge to replace these items.

Bentley's reserves the right to charge for excessive cleaning where the Hut has been left in an unacceptable condition, including but not limited to, waste, litter, damage to the structure, movement of furniture and contents etc.

Guests will be held responsible for any fire, damage or alterations to the or other parts of the site caused by negligence.

## **Pets**

Pets are not permitted at Bentley's due to our livestock that roam freely in the paddocks.

## **Children**

Bentley's offers adult only (18 years or over) accommodation.

## **Liability**

Bentley's accept no responsibility for injury incurred anywhere on the site or in the Hut.

Guests are responsible for their own property including their vehicle for the duration of their stay, Bentley's do not accept any responsibility for personal effects.

## **Smoking Policy**

Guests are advised that due to their location Bentley's operates a strict no smoking policy both within the Hut and within the paddock areas. Pollution or damage from smoking will result in a charge to ensure the Hut and site is returned to a satisfactory standard.

## **Fire Policy**

Guests agree that no fires shall be lit other than in the wood-burning stove and hot tub – which, other than for lighting will be used with the door securely closed. Only logs provided by Bentley's shall be used as fuel. Guests are strictly prohibited from gathering wood from anywhere else. The Morso stove must be treated as a BBQ/Oven.

Bentley's is a trading name of Bentley's Frenchmoor Ltd.