Booking Terms and Conditions

Thank you for choosing to book with Great House Hideaways. When you make this booking you are entering into an agreement with us. Please read our terms and conditions of booking below.

Prices & Payment

The price includes accommodation plus any additional extras chosen at the time of booking. It is possible to pay by BACS or Stripe payment. Stripe is a third party secure payment processor. A deposit of 25% will be taken at time of booking, the balance remaining will be due approximately 10 weeks before your stay. If the final payment is not paid by the due date then Great house hideaways reserves the right to retain your deposit and re-let the accommodation.

Bookings are deemed provisional until you receive email confirmation.

Cancellation & Insurance

Once you have booked your stay, our agreement is a legal contract and any deposit you may have paid is non-refundable. If you need to cancel please contact us immediately. For this reason you may want to take out cancellation/holiday insurance which is inexpensive and can be obtained from any good broker. Once full payment has been made, you will not qualify for a refund if you wish to cancel your booking.

If you want to swap to an alternate date, then that is possible in specific personal circumstances, please note that an additional charge may apply due to seasonal pricing. Please contact us in the first instance.

Non – availability

Great House Hideaways reserves the right to refuse or cancel a booking, without a statement of reasons at any time.

In exceptional circumstances, and if cancelling your booking for reasons beyond our control, we would offer you alternative accommodation or an alternative date.

Arrival & Departure

Check in is from 4pm on the day of arrival. The key will be found in the key box at your property. Instructions will be sent to you a few days before your arrival.

Check out is before 11.00am on day of departure, unless you have booked a late check out on Sunday which is by 6pm.

You are responsible for making sure that the key is put back in the security box at your property when you leave.

Damages & breakages

Please take care when staying in our hideaways. You are responsible and liable for any breakages or damage which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repairs if the damage or breakage is significant. We may also make a charge of £50 if you do not report any significant damage/breakages.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.