

OAKWOOD WEST HOLIDAYS

Terms and Conditions for Holiday Makers

1. General

This is a legally binding contract between the property owners (Oakwood West Leisure Ltd, Osiers Farm Ltd, Oakwood Tourism Ltd) and the holidaymaker. The property owners are also referred to as "we" and "us".

The holidaymaker is the person who signs the booking form or in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you" or the "guest".

The property referred to is The Osiers, Clay Lane, West Ashling, Chichester, West Sussex PO18 8DJ, UK.

By booking with us you agree to abide by these terms and conditions set out below. From time to time the terms and conditions may be reviewed and therefore may change between you making your booking and the start of your holiday. The updated terms upon commencement of your holiday will be the one's in force during your stay. It is your responsibility to familiarise yourself with the terms in force, that are made available to you on our website or our agents website or within your holiday let at the time of your holiday.

2. How to make a booking

Having identified the property of your choice, please either book online using the availability calendar, or if you wish, or you have a specific request, please telephone us. We will then contact you to confirm the booking request, and also to arrange payment of the reservation fee (see How to Pay below). Once payment is taken, we will email you to confirm the booking. Your booking is not confirmed until this happens. The booking should be made in one name only, and that person may not transfer the booking to another person without prior written consent from the property owners.

3. Bookings

We provide bookings primarily for family holidays.

When you place your booking we ask you to provide:-

Booking name, Members in your party i.e Number of adults (over 18), children/infants, Age of Children etc.

Expected time of arrival after 4pm, so we can plan for your visit (particularly as automated access control is in place at the site entrance). We do not accept new arrivals after 9pm unless special prior arrangement with us.

Any requirements for disabled guests so that we can discuss these with you to check for availability and that the site can meet both your needs and expectations.

Any other information that you think we will need to take into account in your booking. We will try to accommodate special requests but these cannot be guaranteed.

Note : The Osiers holiday accommodation is not a 'party' venue

4. Your use of the booking

The accommodation that we advertise is offered by us for the sole purpose of holiday lettings and/or must never be occupied as your principal home, unless expressly agreed otherwise in writing by the Owner and us.

Accordingly you agree and accept that you are not offered any rights to the accommodation other than the right to occupy the accommodation as holiday accommodation for the period of your booking. No booking of any kind is an 'Assured Shorthold Tenancy' or protected under the Protection from Eviction Act 1977, or any similar legislation that applies in Scotland.

Our booking services with you are available for your personal, non-commercial use only. You may not offer for resale any booking services without our express permission.

5. Maximum occupancy

You must not ;

- Allow more people than is agreed and stated on your booking to stay overnight in the accommodation, nor in any shelters erected at the property.
- Arrange Visitors to any accommodation without strict 'prior' written agreement with us.
- Hold events (such as parties, celebrations or meetings) at the accommodation without our advance written consent. The Osiers holiday accommodation is not a 'party' venue.

Note : Should you undertake any of above; we can refuse to hand over the accommodation to you,

or can repossess it. If we do this, we will treat this as you cancelling the booking. In these situations you will not receive a refund of any money you have paid for your booking. We will not be legally responsible to you as a result of this situation (for example, for any costs or expenses you have to pay due to not being able to stay in the accommodation, such as the cost of finding alternative accommodation). We are under no obligation to find any alternative accommodation for you.

6. Reservation Fee

A booking deposit of 20% of the total holiday cost is payable within 4 days of the provisional booking being taken. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice.

The balance of the rental charge, is payable not less than 4 weeks prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. If you have booked online you will receive an automatic reminder but please take note of these dates to ensure you keep up to date with payments.

If you pay through our website using our holidayrentpayment system they will hold your card details on file for the purposes of the £200 breakage deposit. If no claim is made by us after your holiday your card will not be charged and your details deleted. If a claim is made it will be taken from the card you paid your balance with.

7. Payment in Full

Bookings made less than 4 weeks prior to the arrival date must be paid in full at the time of booking.

We do not accept 1 night bookings.

'Osiers Stable's bookings must start or end on a Monday or Friday (exclusive of Christmas which is a 7 night minimum with changeover day subject to change each year depending on when the holiday falls).

8. How to Pay

You can pay by card using our payment system, HolidayrentPayments or paypal (please note a 2.5% transaction charge). If you experience any issue with payment please contact us to discuss.

9. Changes to Bookings

Should you need to make a change to the dates of a confirmed booking (subject to availability), an administration fee of £40 may be payable at our discretion. If you have booked through a third party website, other charges may apply.

10. Contract

The owners reserve the right to refuse any booking.

11. Full Customer Cancellations - Basic

This clause does not apply to any cancellations due to government public health measures for Covid-19 - for these see 'Cancellations due to government public health measures for Covid-19' below.

If you have to, or want to, cancel your booking after it has been confirmed, you must phone or email us on the number shown on your booking confirmation as soon as possible. The day we receive your notice by phone or email to cancel is the date on which we will cancel your booking.

You will have to pay a cancellation charge based on the number of days before the arrival date at the accommodation that we receive notice, as shown in the tables below. This means that if you have already paid the full balance of your total booking cost and then have to, or want to, cancel, you may receive a refund of part of the cost.

If however, you have not yet paid your total booking cost by the time of your cancellation, you may have to make a further payment to cover the cancellation charge.

For the purpose of the tables below, total accommodation cost means accommodation rental price plus any extra items charged such as charges for pets, logs etc.

The cancellation charges below have been calculated as a genuine pre-estimate of the losses incurred in the event you cancelled your booking within the stipulated time period.

If you have booked through a third party agent, the term 'total accommodation cost' in the tables below does not include any charges made by that agent or anyone else for booking fees, flights, other travel services or any other amounts not paid to us, and you may be liable to pay such charges in the event of cancellation in accordance with the cancellation policy of the third party agent or other supplier.

12. Cancellation tables:

If you are staying in one of our Glamping units then these cancellation fees apply;

More than 30 days Full refund of monies paid less a small processing cost.

30 to 7 days 50% of total accommodation cost

7 days or less 95% of total accommodation cost

If you are staying in one of our holiday cottage lets (Lucky or Silhouette's Stable, Fern Lodge or Meadow Hide), these cancellation fees apply;

More than 30 days Full standard deposit

30 to 7 days 60% of total accommodation cost

7 days or less 95% of total accommodation cost

13. Cancellations due to government public health measures for Covid-19

If you have to cancel your booking because UK government public health measures imposed as a result of the Covid19 pandemic mean it is unlawful to travel to or to make use of the accommodation you booked, you may choose to :

(i) transfer your booking to a later date free of any administration charges, subject to availability - you will have to pay any difference in price if the cost of the new booking is higher or be reimbursed the difference if the cost of the new booking is lower;

(ii) request a voucher with a redemption value equal to the amount previously paid by you for the booking – the voucher terms and conditions will be available to you before you make your choice under this clause;

or

(iii) obtain a refund of the amount already paid by you for the booking, less any administrative costs which we incur in processing your refund.

You will have to contact us in order to access these options.

14. Part Cancellations

If any person(s) in your party needs to cancel, this will not affect the total cost of your booking .

No refunds are payable in the event that you cut short your stay.

You may not stay over the agreed, booked for time. You must vacate the property by 10am on the day of departure displayed on your booking.

15. Changes by us

We do not expect to have to make any changes to your booking. However, sometimes bookings have to be changed or mistakes have to be corrected. We have the right to do so.

If we do need to make changes, we will contact you by phone if reasonably possible in the case of a significant change or by email in the case of a minor change as soon as is reasonably practical. We will explain what has happened and let you know about the change. We will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes unavailable and then we have to cancel the booking, we will endeavour to find the holidaymaker suitable alternative accommodation. If suitable alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund. We shall only be liable to return the monies received. No compensation or consequential losses shall be paid. This policy does not relate to Covid-19 related enforced closure, please see 'COVID 19' paragraph above for further information on this.

16. Use of the Property and Guest Conduct

The Osiers is a peaceful site and we ask that you observe and respect the quiet privacy of us, other guests and our neighbours at all times. You must not behave in a way that may be a nuisance or annoyance to others whilst on site.

You are not permitted to hold events (such as parties, celebrations or meetings) at the accommodation without our 'prior' written consent from us.

Visitors

Visitors are not permitted onto 'The Osiers' site without 'prior' written consent from us.

Noise

It is essential that Noise is always kept to a minimum so as not to disturb the enjoyment of others. **The playing of music, singing or excessive noise that can be heard by us, other guests or our neighbours, outside of your accommodation after 9.00pm is not permitted.** We reserve the right to ask you to turn music down or keep general noise down if we deem it to be excessive. Failure to observe these terms will be considered a breach of contract and the holidaymaker and his/her party may be refused admittance/asked to leave without any refund.

Smoking

No smoking is permitted inside any of the accommodation, on the outside (plastic) decking areas nor in the hot tubs. Please advise us if you wish to smoke outside in the garden (lawn) areas and we will provide a receptacle for cigarette butts. Please do not discard cigarette butts within the grounds.

Behaviour

We reserve the right to ask the holidaymaker and their party to leave the property without any refund if, in our opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable/unreasonable/anti-social or who in our opinion is not suitable or not capable of taking charge of the property.

The use of threatening behaviour and/or foul and abusive language will not be tolerated and may result in the offender being asked to leave the site.

Holidaymakers must not use any accommodation or the site for illegal, offensive, dangerous, noxious, noisy or immoral activities.

No shelters of any kind may be erected on the property.

Any electrical items you bring with you must be fit for purpose and in good, safe working order.

Candles are not permitted anywhere within or on the properties.

Fireworks and open fires are strictly prohibited at the holiday accommodation (unless in designated permitted fire pit areas).

We expect all guests to follow the Government 'Covid 19' law and advice whilst on site, as in force at the time of your stay.

We expect All users of the site to comply with our terms and conditions.

17. Cleaning

You are responsible for the property(s) during your stay. All reasonable care must be taken of the property(s), fixtures, fittings and effects in or on the property(s). Upon departure, the property(s) must be left clean and tidy and in the same state of repair as at the beginning of your stay.

We retain the right to make an additional charge for extra cleaning should the property not be left in a similar condition as at the beginning of your stay.

We follow the government guidelines on safe hygiene practises in our cleaning of the properties.

18. Breakages

The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday.

Any accidental damage or breakages should be reported to the property owner (or their representative) prior to departure.

You will be fully liable for any damage done to the property or its contents during your let, and the cost of repairing the property or replacing contents will be deducted from your security deposit. Should the cost of repairs or replacements exceed the amount of your deposit, you will be liable to pay the excess.

The property owner retains the right to charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for.

You must ensure that whenever the property is unoccupied it is properly secured by ensuring that all doors and windows are closed and locked and that wood burning fires and barbeques are extinguished and where there is an alarm, the alarm is activated.

19. Number of Guests

The 'Osiers Stables' holiday cottages have a maximum occupancy of ;

6 (flexible) for 'Lucky'

4 (flexible) for 'Silhouette'.

'Flexible' means that we may provide additional sofa/ folding bed/cot to enable flexibility of sleeping arrangements, if indicated at the time of placing your booking.

The Osiers Lodges have a maximum occupancy of;

6 for Fern Lodge

4 for Meadow hide.

Each wagon may accommodate a maximum of 2 adults. The Belle Tent has a maximum occupancy of 3 people.

Only those people named/numbered on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party may be refused admittance/asked to leave without any refund. Sub letting or assignation of the let is prohibited.

20. Arrival and Departure

Every effort will be made to have the property available from 16:00 on the day of arrival. Information about entry and access arrangements will be provided once full payment has been received.

The property must be vacated by 10:00am on the day of departure. Late departure will result in an additional charge being made.

We will require an Estimated Time of Arrival (ETA) from you prior to your arrival date. We operate a no-contact/minimal contact arrival system sending all relevant arrival information via email prior to your arrival.

Please call when you arrive to check in with us and so we can answer any questions you may have. We will come and settle you in whilst ensuring social distancing measures are conformed to.

Please familiarise yourself with the site's fire regulations and fire fighting equipment and its location as soon as you arrive on site.

21. Duration of Holiday Letting

The letting can be for a maximum of 28 days, unless otherwise agreed in writing. Letting commences at 4.00 pm on the start date specified in the booking, and terminates at 10.00 am on the end date specified in the booking agreement.

Any un-booked extension will warrant additional payment at the applicable weekly rent for the season (on a pro rata basis).

22. Loss of Visitor Property

We cannot accept any liability for the loss or damage to any belongings of the visitor/s and their guests, and we accept no liability for any injury sustained by the visitor/s and their guests.

Every reasonable effort will be made to reunite an owner with any lost property but no guarantees can be made.

Owners are responsible for the cost of reclaiming their goods. The following items are excluded from this policy:

Credit or debit cards. Such a loss should be reported to the card issuer. The card issuer will then advise what further action is necessary.

Items where there is any suspicion of danger to employees, the property or to the public; The police will be contacted immediately in such circumstances for advice.

Unclaimed perishable goods are disposed of the following morning.

Any item that has clearly been abandoned or where items of property are claimed the claimant should be expected to provide a description of the items lost. The claimant must sign for all items claimed and record their full name and address.

23. Insurance

We strongly recommend that you take out appropriate holiday insurance to cover you in the event of having to cancel your holiday, for loss of belongings, and for accidents which could occur during your stay.

24. Right of Entry

We want you to enjoy your holiday/break uninterrupted, and as peacefully as possible. There may, however, be occasions where the owner and/or his agent may require access to the property, and in such circumstances we will try to give you reasonable notice.

PLEASE NOTE; The Osiers Stables hot tubs need to be monitored and maintained on a regular basis, we will check the water up to twice daily (Morning and evening) and will enter via the garden gate.

The kitchen unit for the Belle Tent may occasionally need to be entered to access the adjoining store room but we will always notify you prior to entry.

25. Services

Unless otherwise specified, the holiday price will include all charges for all services, including water, gas/electricity, oil (where applicable) and council tax/rates.

26. Liability

Your (and any members of your party) personal belongings and vehicles are left at the property entirely at your own risk. The owners can accept no liability to you or any member of your party for loss or damage to your personal property.

Children must be supervised at all times.

No liability can be accepted by the owners where you or your personal property suffer any loss, damage, disappointment, inconvenience or otherwise or where the performance or prompt performance of any obligations of the property owner is caused, prevented or delayed by any event which is beyond the reasonable control of the owners, including war, threat of war, riot, civil strife, industrial action, terrorist activity, nuclear disaster, natural disaster, fire, flood, adverse weather conditions or interruption to utility services.

Nothing in these terms and conditions shall limit or exclude the owners liability for death or personal injury arising from its negligence or for fraud or fraudulent misrepresentation.

27. BBQs, Firepits and Wood Stoves

Instructions for use are provided in your holiday unit.

'Lucky' and 'Silhouette' Stable and Fern Lodge and Meadow Hide have their own dedicated BBQ area.

The Oakwood Belle tent is provided with a separate charcoal Barbecue, the two wagons have a grill on their fire pit which can be used for barbecuing. They must be used on the designated fire location area only.

BBQs must not be used;

- On the grass or decking.
- Or put inside a holiday unit. This includes lean-to shelter and/or supplementary tent.

Small wood fires are only permitted within the 'designated' fire location area for your assigned unit.

Lucky's stable has the dedicated outdoor brick built chimney.

Silhouette does not have a fire pit.

The BBQs, Fire Pits and Wood Burning Stoves are to be used only as per the instructions provided with your holiday unit. If you are unsure how to use these facilities, please ask for us to demonstrate. Text removed from here.

Do NOT remove any half burnt logs, leave them in the fire pit for the next lighting.

Do NOT remove any ash, please leave it for the cleaners to deal with. In case of stray embers re-lighting.

28. Dogs

The following terms apply only to Lucky and Silhouette Stable and Fern Lodge bookings. Dogs are not permitted in Meadow Hide or in any glamping unit.

We welcome well behaved dogs (and owners) but we ask that you follow a few simple rules to enable a happy peaceful holiday for all – Thankyou for your cooperation.

We 'may' allow up to two dogs per holiday cottage, at our discretion and strictly by prior agreement.

There is no charge for 1 dog per stay. For a 2nd dog we will make a charge of £25 per stay.

Dogs are not permitted in any of our glamping units.

Visiting dogs are not permitted into The Osiers site.

Dogs must be ;

- Kept on a lead at all times when outside of your allocated holiday cottage/garden.
- Kept under control at all times when on site.
- Exercised within the allocated holiday let garden area or off the premises.

We reserve the right to ask your pet to leave if we consider them to have anti-social behaviour.

Note :

We may have other guests and dogs on site.

We have neighbouring fields with various livestock and wildlife which are to be protected from harm, nuisance or scare **at all times**.

Dogs are not permitted ;

- Upstairs or in any bedrooms – extending gates are provided to exclude carpeted areas.
- On any furniture in any of the properties.
- in any hot tubs.
- To display anti-social behaviour (including excessive barking) or disturb other guests on site.
- To be left unsupervised at any time.

You are expected to clean up after your dog, leaving no fouling anywhere on site.

The permitted properties gardens are fenced all around but we make no guarantees for the safety or security of your dogs and whether or not they may escape. It is your responsibility to ensure that your dogs are under your control at all times. We make no representations about the suitability of the property for pets and accordingly accept no liability for the safety of pets or their actions whilst at the property.

If you bring dog(s) to the property without the prior written approval of the us, you may be refused entry to the property and your letting of the property shall be deemed to have been cancelled and we shall not have any liability to you in respect of such cancellation. Please therefore check before making a booking that pets are permitted.

Pet damage is not covered by our insurance so please ensure you have sufficient cover in case of accidental damages / breakages caused by pets during your stay. You shall be liable for any and all damage caused by pets brought into the property by you.

We reserve the right to deduct from your security deposit any additional cleaning costs incurred as a result of extra cleaning required after your let.

We do not allow on site any breed of dog listed under the Dangerous Dogs act 1991.

29. Recreation

Designated recreational areas will be indicated on site; 'where available'. Ball games, frisbee, cricket and any games that may interfere with the enjoyment of others are not allowed within striking range of other holiday units.

The following are not permitted on site;

The flying of model aircraft and kites.

The releasing of sky lanterns with naked flames is not permitted.

The flying of flags of any size.

30. Vehicles

Vehicle movement on Site is prohibited between 11.30pm and 7am.

Drivers of vehicles, including motorcycles, must hold a full and current driving licence (and valid displayed road fund licence) in order to drive on our site.

31. Sanitation

Please dispose of your rubbish within a bin bag into the larger wheelie bins provided. The wheelie bins are labelled for their purpose as either; 'General waste' or 'Recycling' Please use the appropriate bin provided!

Waste must be recycled wherever possible.

If recycling facilities are unavailable on site then the site manager can advise on the nearest recycling centre.

We do not accept large waste items. You will need to take these home or to the local amenity tip.

At the end of your stay, please empty all internal bins into the appropriate outdoor wheelie bins as above.

32. Description of Property

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations may be made and some things may change. Due to Covid restrictions some soft furnishings and decorations have been removed in the interests of hygiene. The holidaymaker accepts that no refunds are available for such discrepancies.

33. Complaints

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things can go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.

34. Return of Breakage Deposit

Your breakage deposit, minus any deductions, will be returned to you within 1 week of the departure.

35. Hot Tub Rules and Regulations – Stables and Lodges bookings only.

It is the responsibility of all guests to enforce the rules of safety at our hot tubs.

If you decide to use our hot tub you do so entirely at your own risk. You must abide by these rules at all times and we reserve the right to terminate use to anyone in breach of them.

- Non-swimmers and children must NEVER be left unattended.
- To PREVENT ACCIDENTAL DROWNING. You must leave the hot tub cover ON and locked when it is unsupervised (Keys are provided).

Conditions of Use

MAX OCCUPANCY 5 in Lucky, 4 in Silhouette, 4 in Fern at any one time

NO CHILDREN under the age of 5 (please see terms of children's use)

NO GLASS - please use plastic ones provided and no glass bottles outside, broken glass hurts!

NO FOOD - in or around hot tub.

NO DIVING

NO FULL SUBMERSION - do not put your head under the water, it is unhygienic and dangerous

NO PEEING - please use the toilet first and shower before use

NO PETS in the hot tub

NO ELECTRICAL ITEMS - risk of electrocution and damage to devices.

NO PHONES near the hot tub.

NO DRUGS

NO EXCESSIVE ALCOHOL

DO NOT exceed 40 degrees, recommended temp 37.5

DO NOT exceed 20 minutes in tub at one time - less if higher than 37.5 degrees

Do NOT use in a thunderstorm

DO NOT use alone - 2 person minimum

DO NOT use if water cloudy/green etc, contact us to assess and rectify.

TAKE CARE

- when entering; risk of slipping
- use after a heavy meal, not advised
- use after heavy exercising, not advised, can affect heart rate.

Do not turn the isolation switch off by fence as the hot tub's power needs to be turned on to carry out the cleaning cycles. This is only to be turned off in emergencies, contact management.

Your hot tub may not be fully up to temperature on arrival at the property due to necessary regular cleaning and maintenance.

In addition, please read instructions displayed at the hot tub (on adjacent fence) and in your 'Welcome pack'.

Children

- Infants and Children under 5 must NEVER use the hot tub
- Older children should limit use to 15 mins maximum and must not enter if the temperature is higher than 37°C
- Parents must warn children not to allow water into their mouths or put their head underwater as this may cause infection and illness and increase risk of drowning.
- Never allow children to use the hot tub unsupervised and when not in use, make sure the cover is on and locked (Keys are provided).

Health Considerations

DO NOT USE THE HOT TUB IF;

- The water is cloudy - This can cause skin infections. Contact us to come and inspect and treat the water.
- You are pregnant - During pregnancy soaking in the hot tub may cause damage to the foetus so contact your doctor for advice before entering the water.
- You are on medications that cause drowsiness these can cause complications with hot tub use. Ask your doctor for advice before entering. Please disclose any medication to us prior to use.
- You have an infection - People with skin, ear, genital or other body infections, open sores, or wounds should not use the hot tub because of the possibility of spreading infection or irritating your condition.
- You are under the influence of Drugs - Never use the hot tub while using or after using narcotics or other drugs that may cause sleepiness, drowsiness or raise/lower blood pressure.

- You are under the influence of alcohol -The heat of the hot tub water speeds up the effects of alcohol and can cause sleepiness, dizziness and unconsciousness.s
- You suffer from; heart disease, diabetes, low or high blood pressure, or any serious illness should not enter the hot tub without prior consultation with their doctor

WE RECOMMEND USE at 37.5°C. At 39-40°C time spent in the hot tub can affect your inner organs and cause fever like conditions.

If you notice someone acting lethargic while using the hot tub, TAKE ACTION immediately and remove them from the hot tub and call a doctor or go to A&E as needed.

PREVENT HYPERTHERMIA. Understand that alcohol and other medications greatly increase the chance of hyperthermia – the opposite of hypothermia. This occurs when the internal body temperature reaches several degrees above the normal temperature of 37 degrees.

Do not immerse your head in the hot tub water. This increases the risk of infection and can heighten the dangers of drowning due to suction below the water line.

Injury or Reaction

If any allergic reaction occurs leave the hot tub and rinse off in the shower. If the reaction persists contact us or go to a local doctor or A&E.

In case of injury there is a First Aid kit located within each stable holiday let. The location is clearly marked with first aid signage.

36. Fault or Damage

If the hot tub needs to be shut down and emptied due to misuse, this will incur a charge of up to £200.

Misuse can include allowing sand and/or grass into the hot tub.

If any fault or damage occurs to the hot tub please contact Tom or Sarah immediately. Tom: 07824 724794. Sarah: 07900 350102. The hot tub is checked regularly.

By booking our holiday lets and using the hot tub you agree to abide by the terms of use.

You must read and agree to all terms of use upon booking and use of our facilities.