

TERMS & CONDITIONS OF DAISY FOSS AT THE DAISY CENTRES

Thank you for choosing to book the Daisy Centre. We look forward to welcoming you. **By making this booking you are entering into a legal agreement with us.** Please read our terms and conditions of booking below. The owners are resident on the premises unless the house is hired with full occupancy.

Prices

The price of accommodation includes the following: bed linen and towels, hot water, Wi-Fi internet access, hairdryers, tea/coffee making facilities, heating and electricity. Also included are basic cleaning materials and toilet rolls.

Arrival

Check-in time at the Daisy Centre is to be arranged as **we do not have a 24-hour reception**. Please confirm your expected arrival time 48 hours before your arrival. Passport numbers of group members from outside the UK are required on arrival by law.

Departure

Please be ready to leave the accommodation by 10 am on the day of departure, unless otherwise agreed. All keys should be returned at the check-out time. If you are leaving before 9 am, please advise the owners in advance and alternative arrangements will be made for the return of keys.

Guest numbers

Our standard capacity is 10, the full capacity with additional rooms hired is 12 beds subject to specific sleeping arrangements.

Payments, Cancellation, Insurance and Non-availability

A non-refundable deposit of 50% of the total booking cost is required at the time of booking along with a signed copy of the booking form. For groups, the balance is then due 1 calendar month prior to arrival. For B&B please pay the final balance the day before arrival.

If you need to cancel your booking the Group Leader must telephone and email us as soon as possible. If the property cannot be re-let you are still liable to pay for the booking in full. However, if the property can be re-let then you will be charged an additional £50 administration fee on top of your deposit and not the full balance.

By making a booking you are entering into a legal contract with the Owner Daisy Foss. Your booking deposit is non-refundable regardless of the circumstances or timing of your cancellation, or whether the property can be re-let or not. We recommend you take out cancellation insurance to cover this cost.

In the event that the property is not available as a result of extraordinary circumstances, the owners may be forced to cancel the booking. You would be notified as soon as possible and an attempt to find a suitable alternative for you would be made. Should a suitable alternative not be obtainable or acceptable to you, we would refund 50% of monies paid by you to Daisy Foss at the Daisy Centre. Our liability would not extend beyond this refund.

Any bookings made less than 4 weeks before the stay date require payment in full at the time of booking.

A discretionary security deposit of £200 is required at the time of booking. This will be refunded after inspection of the house on your departure and within 7 days of your departure, provided the following conditions are met:

- no damage has been done to the property or contents, including linen and towels
- all charges accrued during your stay are paid prior to departure
- all keys and remote controls are returned

Covid-19 Policy

If Daisy Centres cannot open on the day of your booking due to Government guidelines you will receive a credit note for your deposit to use in 2020 or 2021.

If you have tested positive for Covid-19 in the two weeks before your booking we will issue a credit note for your deposit.

If you need to cancel your booking for other reasons, our previous conditions apply, deposits are non-refundable. You can transfer your 50% deposit once, for this we apply a 10% of total booking admin fee.

Credit notes

If your group booking has a credit note due to Covid-19 please see the conditions below.

- You are able to apply your credit note to a deposit of equal or greater value: For those with a 25% deposit credit note, this can be used toward 25% deposit of a new booking. For a 50% deposit credit note, this can be used toward up to 50% of deposit for a new booking.
- Credit notes made due to changes following Covid-19 are valid for bookings arranged in 2020 or 2021 before a deadline of 30th September 2020.
- Please book via email with reference to your credit note in the first enquiry email.
- Credit notes are for use by the named Group Leader only and are not transferable

Smoking/Alcohol/Drugs/Fire Ceremonies

We have a strict no drugs policy. This covers the whole property, including all of the garden rooms. No smoking is permitted inside any building on the premises. Alcohol may not be consumed in the Sanctuary or bedrooms. Please note a booking may be terminated immediately if any party were deemed to have infringed this policy, and the Group Leader who signed the group booking contract agreement form would be liable for professional cleaning and service costs, should this be required (in the case of smoke odour/alcohol stains). We also do not permit fire ceremonies on any part of the property nor the use of candles in any bedroom.

Damages & breakages

We ask that guests report any accidental damage, breakage or theft as soon as possible so that we can repair or replace without inconvenience to the next incoming guests. Any breakages, damage or theft of a significant nature that requires replacement repair or professional cleaning will be charged for. The Group Leader who signed the group booking contract agreement form is responsible for such payments. The credit/debit card details submitted at the time of booking will be charged accordingly or the amount will be subtracted from the security deposit paid.

Faults/Maintenance and Right of Entry

Please advise us during your stay of any faults or maintenance issues so we can endeavour to repair or make alternative arrangements for you. We reserve the right of entry to the property at all reasonable times for the purposes of inspection or to carry out maintenance.

Please do not flush anything down the toilets other than toilet paper. This is an old house with a sensitive plumbing system. If the system becomes blocked by any other items you will be charged for the time/cost to clean or repair the system.

Children, Pets, Unsuitable Hirers

We do not have any child specific safety features, so children must be supervised by an adult at all times especially outdoors as we have a small unfenced pond in the garden. Sorry, we do not allow pets at the property. We do not accept stag or hen weekends.

Liability

No liability is accepted by Daisy Foss for damage, loss or theft of personal property belonging to guests, either in the property or in the garden. Nor shall liability be accepted by the Daisy Foss for accident or injury to guests or visitors either within the property or the garden. You will need appropriate travel insurance to cover your own personal possessions. We reserve the right to decline or accept a booking. We reserve the right to refuse to hand over the keys to any persons, or groups, where in our opinion the facilities are not suitable for the group. In such cases all sums paid shall be refunded in full and the contract shall be discharged without further liability on either party.

We reserve the right to repossess the property at any time. Especially where damage has been caused by any member of your party. In such cases we shall not be liable to refund any portion of the payment made.

Guests should be mindful not to create noise disturbance likely to disturb surrounding neighbours. Creation of such disturbances would be grounds for us to repossess the property. In such cases we shall not be liable to refund any portion of the payment made.

Guest responsibility

We endeavour to make the property as welcoming as possible so guests can relax and enjoy their stay. We ask that guests are responsible and take reasonable care of the property, and that all equipment is left clean and in working order as you might wish to find it. The property should be securely locked and windows shut when not in use and lights and electrical appliances switched off as appropriate.

THANK YOU FOR TAKING THE TIME TO READ THE TERMS AND CONDITIONS. WE LOOK FORWARD TO WELCOMING YOU HERE.

The following statement is a summary of our provision. If you have any specific questions please feel free to contact us and we will endeavour to help.

Pre-Arrival:

- There is a bus stop opposite the Town Hall in the High Street and there is a frequent bus service.
- The main train station is 25 minutes away by car.
- There is a local taxi service that has accessible taxis if required; we can make a booking for you.
- We have a basic website.
- You can contact us via phone, text or email (details below)

Arrival & Car Parking Facilities:

- On arrival to the property there are double entrance gates, these are open 24 hours when the accommodation is operating.
- There is ample room for parking in the council car park in front of the accommodation.
- The surface is level, flat and gravel and there is a footpath to the front of the house after the gravel made of concrete.
- We can assist guests with luggage.
- The Town Centre is a few minutes walk from the house.

Main Entrance, Reception

- The front door has one step 7cm high.
- The door is 76cm wide.
- There is seating provided in the hallway.
- There is carpeting and rugs throughout the ground floor.

Public Areas - Hall, Stairs, Landing, Corridors etc

- Corridors are all white and are well lit.
- The covering on the stairs and upstairs corridors is short pile carpet.
- The breakfast room is on the ground floor.
- The stairs are 18cm high, 24cm deep and 85cm wide.

Public Areas - Sitting room, lounges, lobbies etc

- Breakfast is served in the breakfast room on the ground floor.

Laundry

- Available on request.

We welcome your feedback to help us continually improve if you have any comments please phone 01458834587 or email info@daisycentres.com