

Wallace Lane Farm

Holiday Cottages, Campsite, Glamping Bed & Breakfast

Terms and Conditions

Please find here below our standard terms and conditions for booking at the above properties.

Prices

We endeavor to keep pricing as accurate as possible. All prices on our booking system or given over the telephone will be correct. The prices on our website are for guidance but may change without notice due to change in our costs or outside factors etc.

Property descriptions

We try to be as accurate as possible with property descriptions and pictures on our websites and booking systems. However changes and improvements may be made without notice.

Making Bookings

We cannot make provisional bookings or hold properties for a time, as this may lead to double bookings as it is possible to book all our accommodation on line and through a number of different systems. Booking can only be confirmed following payment of a deposit. All bookings will be confirmed by telephone at the time of booking or via email, we do not post booking confirmations.

Bed and Breakfast Terms and Conditions

All of our rooms are available to book over the telephone or on our online system at our website at www.wallacelanefarm.co.uk or call 01697478188 8.00am to 8.00pm 7 days.

Deposits of 50% of the cost of the stay will be paid at the time of booking, with the balance to be paid during your stay. We accept payments in cash, credit and debit cards or via our online booking system. The price of bookings includes breakfast as per our menu unless separately agreed and confirmed. Breakfast served daily between 7.00am and 9.00am.

Check in and check out

Check in times for bed and breakfast are between 3.00pm and 9.00pm. Early check in times can be arranged from 12.00pm subject to availability. Arrivals after 9.00pm may be allowed but will be subject to an extra charge of £10 per hr. after 10.00pm, to cover extra staff wages for waiting. Checkout times are 7.00am to 10.00am on weekdays and 7.30am to 10.30am on Sundays.

Cancellations

All bookings may be cancelled free of charge up to 7 days prior to your booking and a full refund will be made. Bookings may be canceled up to 48hrs before your booking subject to a loss of deposit. All bookings cancelled less than 48hrs before arrival will be chargeable in full.

Holiday Cottages, Glamping Cabins and Safari Tents Terms and Conditions

All our cottages, cabins and safari tents are available to book over the telephone or on our online system at our website at www.wallacelanefarm.co.uk or call 01697478188 8.00am to 8.00pm 7 days.

Deposits of 50% of the cost of the stay will be paid at the time of booking, with the balance to be paid upon arrival at your accommodation. We accept payments in cash or credit and debit cards or via our online booking system. Prices include all utilities gas electric and water as well as bedding and towels and one free bag of logs and kindling in all properties with wood burning stoves. Additional logs will be available to buy if required.

Check in and check out

Check in times for cottages, cabins and glamping tents is from 3.00pm and 9.00pm. Early check in times can be arranged from 2.00pm subject to availability. Arrivals after 9.00pm may be allowed but will be subject to an extra charge of £10 per hr. after 10.00pm to cover extra staff wages for waiting. Checkout times are 7.00am to 10.00am.

Cancellations

All bookings may be cancelled free of charge up to six weeks prior to your booking and a full refund will be made. Bookings may be cancelled up to 3 weeks before your booking subject to a loss of the 50% deposit. All bookings cancelled less than three weeks before your stay will be charged at the full cost. We will however try to re let all properties cancelled less than six weeks before the booking date and if successful we will return all money paid less all costs and commissions and a 20% re-letting fee. We will allow you to transfer your booking to a third party subject to our usual terms.

Damage, breakages and loss of keys

Guests will be responsible for damage or breakages caused by them during their stay. The cost will be the cost of replacing the item plus a restocking charge of 20% for none stock items. We keep a stock of common items such a glasses and plates etc which will be replaced at cost only. The loss of keys may require the replacement of locks etc this cost will be charged as cost of locks and keys plus fitting charge of £35.00. Cost of a replacement key will be £20.00.

Hot Tubs

We will try to ensure that hot tubs are kept in good condition and are ready for use. However as a health and safety best practice we change the water between guests. This sometimes means the tub can take up to 12hrs to reach its full temperature. So we cannot guarantee immediate use on arrival but in most cases it will be ready by late evening. Also hot tubs breakdown from time to time. We will do our best to ensure they are repaired as soon as possible but this can sometimes take a day or two. This is out of our control and we cannot be held responsible for this. We will however offer a £10 per day discount or a 20% discount of a further stay. We also require guests to follow the rules for hot tub use, posted next to each hot tub and in accommodation information pack.

Cleaning of accommodation

Please note it is the responsibility of all guests to leave the accommodation in a clean and tidy condition and as they found it, Cleaning materials and equipment is provided for this purpose. An extra charge for cleaning may be made if a property is left in an untidy and messy condition.

Camping site Inc. Tents, Caravans and Motorhomes Terms and Conditions

All of our camping pitches are available to book over the telephone or on our online system at our website at www.wallacelane farm.co.uk or call 01697478188 8.00am to 8.00pm 7 days. We can accept people at short notice subject to availability.

Deposits of 50% will be made at the time of booking with the balance to be paid upon arrival. We accept payments in cash, credit and debit cards or via our online booking system. Prices include use of water, toilets, showers and waste disposal. Some pitches have electrical outlets and will be charged separately or included in the pitch cost depending upon pitch chosen.

Check in and check out

Arrival at the campsite is from 12.00 noon till 9.00pm checkout is any time before 12.00noon on day of departure. Early check in times can be arranged subject to availability. Arrivals after 9.00pm may be allowed but will be subject to an extra charge of £10 per hr. after 10.00pm to cover extra staff wages for waiting.

Cancellations

All bookings may be canceled free of charge up to 7 days prior to your booking and a full refund will be made. Bookings may be canceled up to 48hrs before your booking subject to a loss of deposit. All bookings cancelled less than 48hrs before arrival will be chargeable in full.

Wet weather condition

We open our site all year round. However during periods of bad weather some pitched including grass pitches can become unusable. And only pitches with hard standings may be used. Should this happen we may have to cancel your stay, if available we will offer alternative pitches. In the event of us cancelling your pitch a full refund will be given.

General Conditions

Third Party bookings

Bookings made via third party will sometimes require cancelling via them in order to obtain deposits back. All other bookings made directly with us can be dealt with by us directly please ask us if you have a problem.

Insurance

We recommend that all guests take out insurance to cover the cancellation of their holiday should they be unable to stay at short notice.

Problems or complaints

If you have a problem or complaint about your stay please let us know as soon as possible so we can take the appropriate action to resolve the matter ASAP. Tel 01697478188 or 07770232944

Email enquiry@wallacelane farm.co.uk