

Shepherds Dene Retreat House

Terms and conditions - bookings

Shepherds Dene reserves the right to refuse or cancel a booking at the manager's sole discretion.

Children

Under 18s on site must be supervised by adults.

How to Book

Please confirm availability by telephone or email - 01434 682212 or info@shepherdsdene.co.uk.

All bookings must be received in writing and will be confirmed on receipt of a 20% deposit and booking form. Bookings for Shepherds Dene programme day events must be paid in full in advance.

Deposits

All bookings (excluding special offers) must be confirmed with a deposit at the time of booking. Deposits are non-refundable and cannot be transferred to another booking unless an equivalent value booking is received. If a booking is made within 28 days of your visit, the full amount will be payable at the time of booking.

Final Payment

Payments must be made by the due date whether or not a reminder has been sent.

Final payments are due as follows:

- Private Guest: balance to be paid before departure
- Groups: balance to be paid before departure (or on invoice to be paid within 2 weeks of invoice issue)
- Coach House Cottage self-catering groups: balance due 2 weeks prior to arrival

Group bookings and payments

New bookings requiring exclusive use of Shepherds Dene will be required to pay for a minimum of 18 guests in order to have guaranteed exclusivity and will have to pay the full list price for their category of group. The group leader should complete a booking form for the group which should be returned with the deposit payment. We are unable to accept individual payments from group members. Confirmation of final numbers, rooming list, programme and dietary requirements must be provided no later than two weeks prior to arrival. Groups will be charged for the number of places booked. *Any guests who drops out at the last minute should have insurance in place to cover the cost of cancellation.* The final balance for the whole group should be made either before departure or within 14 days of the invoice date (see above).

Methods of Payment

Payment can be made by credit or debit card (except American Express). Alternatively, you can send a cheque

made payable to 'Shepherds Dene' or pay electronically through BACS (groups: please use invoice number as a reference, individual bookings: use invoice number or your name and date of stay as a reference).

Day Conferences

Groups of booking day conference facilities should complete a booking form and return with a 20% deposit. All other conditions apply as per 'Groups' above.

Cancellation

Payment and acceptance of a deposit constitutes a legally binding contract. Cancelled bookings cause financial loss to Shepherds Dene. For this reason, charges apply to all cancelled bookings, both partial and full. For group bookings, any decrease in the number of rooms or persons will be treated as a cancellation and charges will be applied (see details below). All cancellations must be given in writing and acknowledged by us in writing (email is acceptable).

Cancellation charges apply to the following notice periods in advance (excluding late booking special offers):

- Up to 6 months prior to date of visit: deposit only
- Between 6 months and 12 weeks: 50% of total booking value
- Between 12 and 4 weeks: 75% of total booking value
- Less than 4 weeks: 100% of total booking value

If the final payment has not been made at the time of cancellation, the customer will still be liable for any outstanding cancellation charges and an invoice will be issued.

Cancellation of late booking Special Offers

For any 'special offer' booking made within three months of arrival, to which a discount or reduction has been applied, full payment will be due at the time of booking. Payment is non-transferable and in the event of cancellation 100% charge will apply.

Refunds

No refunds or reductions can be made for meals or accommodation booked but not taken.

Arrival and Departure

Accommodation will be available from 4pm on the day of arrival and rooms must be vacated by 9.30am on the day of departure (unless alternative times are agreed in writing in advance).

Cleaning/Breakages Deposit for self-catering groups

A refundable cleaning deposit of £50 will be required for the Cottage and £250 for the main house. Please ensure that on arrival you have cash or a separate cheque made payable to 'Shepherds Dene'. This will be returned to you on departure if the condition of the accommodation and

contents is satisfactory. If a member of staff is unavailable on departure, your deposit will be returned to you as soon after your visit as possible.

Rubbish and Recycling

In order to maintain the cleanliness and quality of the house, cottage and grounds, we ask that you place rubbish in the bins provided. *If self-catering, please take all recycling away with you*, as we do not have facilities for recycling on site.

Pets

No pets are allowed in the house and cottage (with the exception of hearing and guide dogs).

Non-resident guests may walk their dog in the grounds, but are requested to keep them away from the immediate vicinity of the buildings. Any mess should be cleaned up and disposed of away from Shepherds Dene.

Garden

Guests are encouraged to use the gardens and grounds, but are asked politely, not to remove any flowers or greenery without consulting the Estate Manager or House Manager on duty.

Campfires and Barbeques

Open fires are permitted in specific locations on site if arranged in advance with the Warden or Estate Manager. In order to conserve the supply of wood for the main house, guests are asked to collect wood from the grounds if you wish. If you wish to have an open fire, not to use the house supply.

Behaviour and Noise

Please be respectful to property, to other people using the site and to our immediate neighbours. We have a quiet site policy between 10pm and 7.30am; please keep noise to a minimum at all other times. Any persons engaged in drunken, offensive or excessively rowdy or loud behaviour will not be admitted and/or asked to leave immediately.

Insurance

We would advise customers to take out appropriate insurance to cover their stay in the event of cancellation or curtailment.

Damages

Customers will be liable for the cost of repair or replacement for any damage caused to the House, estate or property or effects therein.

Liability

Neither the company nor employees can accept any liability for loss or damage to any vehicle or other property belonging to any person or organisation sustained by them whilst on any part of the site.