

The Willows Booking Terms

These Booking Terms apply to the business named above (under the 'Booking with' section of the Booking Confirmation and the 'Provider Information' in the confirmation email) our officers, employees and agents ('We'/'Us'/'Our') and the person or legal entity making the Booking or to whom We supply services in respect of the Booking ('You/Your'). These Booking Terms are governed by English law and apply to all Bookings except where We agree in writing other terms. By making a Booking You are deemed to accept these Booking Terms.

Bookings

Bookings are made and a contract between You and Us comes into effect when We accept a reservation from You. We will accept a reservation when We have confirmed Your reservation and received full payment of the total price quoted from You or in the event that we require a booking deposit, when we have received full payment of the total value of the booking deposit. Where a booking deposit is paid, the balance will be paid by You to Us on either check-in or check-out

You must be able to enter into a legally binding contract and be over 18yrs to make a Booking.

Bookings must be paid for using an acceptable and valid cheque or cash..

Prices

All published rates include VAT where applicable (and local taxes) at the current rate.

Rates are per room per night. If You have selected supplements they will be added to the total price of the Booking. Rates do not include other costs you may choose to incur during Your stay (unless otherwise stated).

Rates quoted are correct only for the specific number of guests, nights and dates shown. Should You change the number of guests, dates or room nights, then the rates are subject to change

Availability

In the rare case that due to unforeseen circumstances we cannot deliver Your requested accommodation, You will be offered alternate accommodation.

Arrival and departure

Check-in times are specified on your booking confirmation. Check-in times outside of those specified must be confirmed with Us prior to arrival. The Check-out time is also specified on your booking confirmation.

Cancellations

If You have paid a Booking Deposit (always equivalent to the cost of one night's accommodation or service) or the full amount of Your Booking:

If You cancel Your Booking within 48 hours of the scheduled check-in time on the date of arrival as printed on your booking confirmation a charge equivalent to the cost of one night's accommodation (or service) will be levied.

If You need to cancel Your Booking more than 48 hours before the scheduled check In-time then please refer to the Conditions of Use below for specific terms relating to our Refund Policy.

Amendments and Cancellations

To amend or cancel Your Booking, call the business directly using the number contained within the booking confirmation. If you amend Your Booking within 48 hours of the scheduled check-in time on the date of arrival, and as a result You cancel any room night with less than 48 hours notice a charge equivalent to the cost of one night's accommodation (or service) will be levied

Payment

The total amount payable to confirm the Booking is quoted above and will be required by cheque or cash at the time of Booking.

All additional goods and services purchased during your stay must be paid in full on presentation of invoice at check-out.

Conditions of stay

We have some standard rules that are designed to ensure that we comply with regulations relating to matters such as fire, health and safety, and to enhance the comfort and wellbeing of our guests. If you would like to check our conditions of stay please contact us.

We reserve the right to terminate Your Booking immediately without being liable for any refund or compensation where You engage in unacceptable behaviour that causes a disturbance or nuisance to other guests.

Liability

Other than for death or personal injury caused by Our negligence or misrepresentation, Our total liability to You is limited to the price of the Booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will We be responsible for any indirect or special damages.

We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond Our reasonable control. You are responsible for any damage or loss caused to Us or our property by Your act, omission, default or neglect and You agree to indemnify Us and to pay Us on demand the amount reasonably required to make good or remedy any such damage or loss.

Data protection

We may process the information You provide to Us for the purposes notified by Us to the Information Commissioner. By making a Booking, You consent to this processing of information