

# Terms and conditions Hut and Hound ®



## 1 MAKING A RESERVATION

To make a reservation a non-refundable deposit of 30% is payable by cheque or direct bank transfer. We accept payment in pounds sterling only. Please make cheques payable to "Hut and Hound".

Balance of payment must be made at least 8 weeks prior to the holiday arrival date. Bookings made within 8 weeks of arrival date are payable in full. Failure to make full payment of the balance at that time will result in the booking being cancelled and the deposit being forfeited.

Bookings cannot be made by people under the age of 18. We recommend that you take out your own holiday cancellation insurance. We reserve the right to refuse a booking without having to give a reason.

## 2 ARRIVALS & DEPARTURES

Check in is between 10 am and 5 pm. If you are going to be late you must let us know well in advance so we can arrange for someone to meet you – see late check in below.

The hut will be ready from 4 pm. If your hut is not ready when you arrive then you can drop off your luggage, get your keys and give the dog a short break. We are unlikely to be able to let you into your hut much before 4 pm as the changeover process is very thorough, but we can suggest local walks, pubs or amenities to relax in after your journey. We will give you your keys so you can return when you like.

We will happily store luggage for you if you arrive earlier.

Key collection details will be given following receipt of final balance.

### 2.1 Late check in

Check in after 5 pm counts as late check in. Guests may check in up to 9 pm if we are informed in advance. We reserve the right to charge £10 per hour (or part thereof) for arrivals after 5pm as we will have to employ staff beyond their normal hours on overtime.

In consideration for other guests will do not allow check in after 9 pm except due to unforeseen circumstances (such as an accident on the way here). Guests must inform us as soon as they are able to of any such delays.

### 2.2 Departure

Due to Covid-19 the property must be vacated by 9 am on day of departure.

## 3 FACILITIES

It is the responsibility of guests to check the suitability of the accommodation for their needs. Guests use the accommodation and facilities at their own risk.

Electricity (including heating) is included in the agreed price.

All bed linen, and towels (for both people and dogs) are provided.

Towels can be supplied for beach use.

The BBQ is for the sole use of guests.

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## 4 SMOKING

The hut is strictly no-smoking, this includes no e-cigarettes (vaping). Smoking is permitted on the patio, please use the bins provided.

## 5 DOGS

We do not make any charge for dogs, or for use of the kennels.

Any fouling must be cleared up by the owner without delay.  
Dogs must be kept under control at all times whilst in the property.

Dogs must not be left alone in the property or elsewhere (apart from the kennels) at any time. For courtesy of the other guests we do not usually allow leaving your dog in a kennel for more than 2-3 hours. If you do wish to leave it in longer, or if you expect your dog may be stressed in a kennel, then talk to one of us first.

Any damages caused by a dog must be reported as soon as possible, and may incur additional charges at the discretion of Hut and Hound ®.

## 6 DOG HEALTH

All dogs must be free of parasites and fleas. Failure to do so will incur cleaning charges.

We do not permit dogs listed under the dangerous dogs act.

## 7 CLEANING AND DAMAGES

We ask for an additional £100 deposit in cash on arrival. This will be returned at the end of your stay if there is no damage and the hut is left reasonably clean and tidy.

Any damages must be reported and paid for prior to departure. All damages and losses will be charged in full.

The hut should be left clean and tidy on departure. If not clean and tidy then we reserve the right to retain some or all of the deposit to cover the extra cleaning costs.

Note that in the event of a guest losing a key we will replace the entire lock for the security of future guests. In that case, the deposit will be forfeited as a contribution to the cost of the new lock.

## 8 COVID-19 SAFETY

We expect guests to follow the Covid guidelines and respect the safety of all other people whilst on site.

Guests showing signs of Covid-19 while staying at Hut and Hound® are required to go to a local test centre. The two closest centres are in Plymouth which is approximately 1:15 hr drive away or Exeter which is approximately 1:30 hr. If positive then the guest must immediately leave to self-isolate at their primary residence. If for any reason this is not possible, and self-isolation is required to take place in the rented accommodation, then all fees for all bookings affected by this self-isolation will be borne by the guest

## 9 OCCUPANCY AND OWNER ACCESS

The occupancy of the hut must not exceed 2 people.

Hut and Hound ®, or their representatives, shall be allowed access to the property at any reasonable time during the occupancy.

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## 10 VEHICLES, PETS AND PERSONAL PROPERTY

As well as cancellation insurance, guests are recommended to take out holiday insurance to cover loss or damage to personal effects.

Property, vehicles, accessories and contents are left at their owner's risk.  
Dog(s) are left in kennels at the owner's risk.

Hut and Hound ® will not be responsible for any loss, damage or any injury to person, pet, vehicle or property.

## 11 UNSOCIAL BEHAVIOUR

We reserve the right to evict person or persons or dogs from the property due to unreasonable behaviour, damage to the property or exceeding the stated occupancy. In this case refund will be at the discretion of Hut and Hound ®.

## 12 CANCELLATION AND CHANGES

If you have to cancel a reservation for any reason we must be notified immediately.

Cancellation costs will be incurred as follows:

- The deposit is not refundable
- Less than 8 weeks you will be liable to pay the full cost of rental

We recommend that you take out your own holiday cancellation insurance.

If you want to change any detail of your confirmed booking, we will do our best to accommodate you. However, we must receive your notice in writing and we cannot guarantee that we will be able to meet your request.

There is a £50 administration fee for any changes.

## 13 REPAIRS TO THE PROPERTY

Occasionally due to damage or wear and tear, an item of equipment may not be working. We will do our utmost to repair it as quickly as possible.

## 14 DISABILITIES AND MEDICAL PROBLEMS

The hut is not designed for wheelchair access, but is practical for people with some mobility issues. The hut has a short set of stairs leading into it. The hut is on one level inside. The car park and paths are gravel with a walk of about 25 m to the hut from the car park.

## 15 INFORMATION

We make every effort to ensure that the information provided by us is accurate. However we cannot accept responsibility for any inaccurate, incomplete or misleading information about any property or its facilities and services, unless this was caused by our negligence.

## 16 COMPLAINTS

We welcome feedback on your stay with us, particularly about anything that can be improved.

In the event of a complaint or problem it must be brought immediately to the attention of Hut and Hound® who will endeavour to rectify the problem as soon as possible. No refunds or compensation can be made if problems or complaints are only notified after the completion of the holiday.

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