

# Terms and Conditions

## **1 Introduction**

Thank you for choosing to book with Wray Valley Ltd. We look forward to welcoming you at our bed and breakfast (Riverside B&B) and campsite (Wray Valley Camping). By placing a booking with us you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

## **2 All Guests**

### **2.1 Booking Process**

To place a booking with us the lead guest must be at least 16 years of age.

Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third-party visitors are only allowed access at our express permission. Such visitors must advise reception on arrival. To secure any booking we require a deposit to be paid in advance, this deposit amount is 25% of the total booking fee and must be paid within seven (7) days of the reservation to secure the booking. Full booking balance must be paid fourteen (14) days before arrival. If there are less than fourteen (14) days before the start of the booking then the total amount is payable. Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within.

Payments can be made online / over the phone using debit / credit card as well as by digital bank transfer, cheque or cash deposit. Any charges raised against us by our banks for handling dishonoured cheque's, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

### **2.2 Cancellation, Returned Deposit & Non-Arrival Conditions**

Once you have booked your stay, our agreement is a legal contract and any deposit you may have paid is non-refundable.

Guest who need to cancel a booking should contact us as soon as possible by email to [info@wrayvalley.co.uk](mailto:info@wrayvalley.co.uk). We will acknowledge receipt of your cancellation by return. Please do not consider your booking cancelled until you receive our confirmation. Monies already paid are refunded in accordance with the following conditions;

- Cancellation made 15 days or more in advance of arrival date = Full refund
- Cancellation made 14 days or less of arrival date = charge equal to 50% of stay will be made
- Cancellation made 7 days or less of arrival date = No refund issued, full amount of booking due

Requests to change the booked dates may be treated as cancellation and new booking.



If we are able to re-book the accommodation, we will return any monies paid minus a £10 administration charge. Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

## **2.3 Our Right to Cancellation**

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

## **2.4 WiFi Fair & Appropriate Usage Policy**

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

We are in a remote location and the internet speed may not be what you are used to. The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

## **2.5 Damages & Lost Property**

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys will incur a replacement charge per key lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with its owner we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items at the cost of the property owner, otherwise collection can be arranged.

We are not responsible for your valuables.

## **2.6 Injury**

We do not accept any **liability** for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees.

Remember that the countryside is not fool or child-proof. The grounds contain a river, brambles, nettles and wild animals etc. For guests bringing a child, the child is to remain under the guest's full and complete control and supervision at all times.

## **2.7 Quiet time**

In order to protect the peaceful rural surroundings and the enjoyment of other guests, we require all guests to observe a 'quiet time' between 23:00 and 07:00 each night. We reserve the right to ask any guests failing to observe this restriction to leave the site immediately, without refund.

## **2.8 Smoking**

Smoking of any tobacco products including, but not limited to cigarettes, pipes, e-cigarettes, e-liquids, cigars, snuff or chewing tobacco, is not permitted within the B&B building, deck, patio or any other public enclosed areas.

## **2.9 Pets & Service Dogs**

We are a dog friendly accommodation and accept dogs to a maximum of 2 dogs per room in the B&B, per Eco-Bothy and per pitch on the campsite. We reserve the right to charge for any damage caused by your dog as described above. Dogs must be under your close control at all times, in most cases this will require that the dog be on a lead. B&B guests may take their dog into the guest lounge provided other residents do not object.

Dogs should not be left loose and unattended in the B&B or on the campsite at any time.

## **2.10 Your Personal Details & Privacy**

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation). Wray Valley Ltd is registered with ICO reference ZB043399

Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third-party website, including the privacy of those details are explained and set out in our Privacy Policy which you can read [here](#).

You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

## **2.11 Terms References & Further Information**

You may find the following link useful to further understand our booking terms and conditions, including information about your personal data privacy and data protection.

- [Health Act 2006](#)
- [Immigration \(hotel records\) Order 1972](#)
- [Overview of the GDPR - General Data Protection Regulation](#)
- [Data Protection Act 1998](#)
- [Privacy and Electronic Communications Regulations 2003](#)
- [The Guide to the PECR 2003](#)

## **2.12 Electric Vehicle Charging**

Dedicated electric vehicle charging points are provided at both the B&B and campsite and are charged at a commercial rate per kwh. The use of any other electrical sockets for this purpose is not permitted.

NB. The batteries for E bikes and scooters can be charged at conventional sockets.

## **3 Bed & Breakfast Guests**

### **3.1 Occupancy**

The maximum number of staying guests per room is illustrated in the room occupancy details on the website, (with the exception of an infant cot). We do not provide cots for infants but you are welcome to bring your own.

### **3.2 Check-in & Check-out**

Guests must check-in and check-out of their rooms by the times stated below;

- Check-in by: after 4:00pm and before 10:00pm on day of arrival
- Check-out by: 11:00am on day of departure

Earlier check-in and later departures from rooms are only allowed by our prior express permission and a charge may be payable. Access to the public areas is available outside these times.

We have over 10 acres of grounds so it is much appreciated if you notify us of your estimated time of arrival so we can make sure someone is nearby when you arrive. Please call or email the day before or morning of arrival.

### **3.3 Staff Only Areas**

Areas and facilities designated as "Staff Only" are out of bounds to paying guests for health and safety reasons.

## **4 Eco-Bothy Guests**

### **4.1 Occupancy**

The maximum number of guests in each Eco-Bothy is 3, although an additional child may be accommodated if required.

The number of guests, including infants must be declared at the time of booking and confirmed on arrival.

### **4.2 Parking**

- Cars and motorcycles may be parked on the hardstanding outside the B&B. Maximum of 1 vehicle per Eco-Bothy unless specifically requested. Any additional vehicles must be parked in the campsite parking area.

#### **4.3 Check-in & Check-out**

Guests must arrive and vacate their pitches by the times stated below;

- Check-in: after 4:00pm and before 10:00pm on day of arrival
- Check-out: before 11:00am on day of departure

Arrivals and departures outside these hours are only allowed by prior notification and express permission. Access to the public areas is available outside these times. Parking may be available if the campsite is not busy.

#### **4.4 Power**

Only 5v USB charging points are provided in the Eco-Bothy. If you require 240v charging (e.g. for e-bikes) please ask on arrival.

#### **4.5 Use of Toilet and Shower Cabin**

Guests must leave these facilities in a clean and tidy state.

#### **4.6 Use of B&B facilities**

Guests do not have general access to the B&B guest lounge.

Guests must not use the patio outside the guest lounge for cooking or eating their own food and drink. A separate cooking and picnic table is provided for use by Eco-Bothy guests.

### **5 Camping Guests**

#### **5.1 Occupancy**

The maximum number of campers per pitch is indicated in the pitch details although this may be varied at the discretion of the owners.

More than 1 tent is allowed on each pitch but there must be at least 3 m space between each tent when pitched. This does not include gazebos and fire shelters which are not used for sleeping.

The number of campers, including infants must be declared at the time of booking and confirmed on arrival.

#### **5.2 Parking**

- Due to the steeply sloping nature of the campsite, motor vehicles cannot be taken onto the pitches.
- Motorcycles may be parked on the hardstanding outside the B&B. Sleeping is not permitted in the campsite car park and for this reason we do not accept motorhomes, caravans, roof tents and campervans on the campsite.
- If you have a trailer tent you will need to be able to manually manoeuvre it to and from the pitch. Please advise if you need a pitch at the top of the field.

### **5.3 Check-in & Check-out**

Guests must arrive and vacate their pitches by the times stated below;

- Check-in: after midday and before 10:00pm on day of arrival
- Check-out: before midday on day of departure

Arrivals and departures outside these hours are only allowed by prior notification and express permission. Access to the public areas is available outside these times. Parking may be available if the campsite is not busy.

### **5.4 Use of Toilet and Shower Cabin**

Campers must leave these facilities in a clean and tidy state.

### **5.5 Use of B&B facilities**

Campers do not have general access to the B&B guest lounge.

Campers must not use the patio outside the guest lounge for cooking or eating their own food and drink.