



The Green
South Winchester Golf Club
Romsey road
Winchester
SO22 5SW

+44 (0)1962 820490

Booking Terms and Conditions

These are the terms and conditions of an Agreement between you, the person making the booking, and referred in these terms and conditions as 'the Guest' and us, Country Retreats Limited.

1. Country Retreats Limited ('Country Retreats') only ever acts as an Agent for property owners at South Winchester Lodges in the exclusive letting of their properties to guests. Country Retreats lets the property or properties and makes all letting arrangements on behalf of the owner and the letting by the owner and the taking by you of the property for the letting period is a contract direct between you, the guest, and the property owner who remains throughout responsible for supplying to you the property in the condition stated by the owner.
2.
 1. Bookings shall be made by telephone on 01962 820490 or online through www.southwinchesterlodges.co.uk or another authorised third party agent.
 2. Guests can provisionally reserve a property directly with Country Retreats by phone or in person. Properties provisionally booked will be held for a period of 24 hours and then released, without further reminder, if not confirmed by payment of the required deposit.
 3. Bookings are only confirmed when a deposit has been paid and you have received a booking confirmation in writing by e-mail or post. Please note that on confirmation of a booking you may be assigned a lodge number however this is subject to change. With the exception of our longer let lodges, lodge numbers are not confirmed or allocated until the date of check in. If you have specifically requested a particular lodge we will do our best to arrange this for you however Country Retreats Limited does not guarantee a booking in a specific lodge number and does reserve the right to change this prior to your check in if required.
3. On payment of the deposit you, the guest, are confirming that you have read, understood and accepted these terms and conditions.

Country Retreats regret that they cannot accept bookings from:-

 - Any person under the age of 25.
 - Single sex groups of more than 6 people unless agreed by Country Retreats.
 - Hen or Stage groups.
 - Parties where the majority of the members are under the age of 25, with the exception of families or supervised groups.
4.
 1. For bookings made direct through southwinchesterlodges.co.uk or by phone- In the case of all bookings made more than one calendar month prior to the commencement date of the letting, the guests must pay deposit of 25% of the total rental charge plus any bookings supplements and the full amount of damage deposit (if required.) The balance is then due one calendar month before the commencement date. Bookings made within one calendar month of the first letting date must be paid in full, together with any required damage deposit./ Please note that any add on services will be charged during your stay.
 2. For all bookings made online through an authorised third party website the full amount of the stay (plus any additional supplements) will be debited at the time of booking.
 3. For bookings of 28 days or more the full balance will be due on booking plus £500 damage deposit. Should the booking term be more than 8 weeks a payment plan will be arranged at the time of booking.
 4. **Christmas Week Break** If booked outside 2 months before check in a 25% deposit is required in order to secure your booking the remaining balance is due **2 calendar months** prior to the arrival date. If you are booking within two months of the arrival date then full payment is required.
 5. In cases where you have paid a deposit, the final balance of the accommodation costs, together with provision of the damage deposit and any additional costs in respect of pets or additional services must be paid by you in full not less than





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one calendar month before the first date of the holiday period. We will automatically process this balance payment with the credit or debit card you made the deposit payment with. If you have booked over the phone you will receive an email reminder that payment will be debited prior to the payment deadline. Country Retreats regret that if the balance of the payment is not paid on or by the due date, then Country Retreats reserves the right to cancel the reservation.

5. Longer lets of 14 days or more and group bookings of 2 lodges or more will be required at the time of making your booking to provide us with a damage deposit of between £250-£1000, which will be advised to you at the time of booking, as a deposit to cover damage, loss or loss of rental because of the conduct of the guest or members of the guest's party or any other person authorised to enter the property at the guest's invitation or authority.

1. It is a requirement of the conditions of booking that you will leave the property in a clean and tidy condition at the end of the letting period.

2. The damage deposit will be refunded to you within 14 days of departure provided no damage has been caused to the property, its contents, fixtures/fittings etc. The damage deposit does not limit your liability to damages etc.

6. All reservations by guest's resident outside of the United Kingdom must be made in pounds sterling using a credit or debit card.

7. **Cancellation/Amendments of Short Term Holiday let lodge (less than 28 days)**

Country Retreats advise you that it is important that you should consider taking out holiday insurance to be able to recover your costs in the event that you have to cancel your holiday for a good reason.

1. All cancellations and amendments must be notified to Country Retreats in writing prior to the commencement date of the holiday letting.

2. In the event that you, the guest, cancel or amend your holiday, the following refunds will apply in respect of all monies paid by you

- 0- 31 days - of your check in date- No refund is issued. You are welcome to transfer your stay to a friend or family member if you are unable to use your booking. Please notify us of any change in 'lead booking name' for your booking if you are transferring your booking to another person.

- 32 days plus – full refund provided less a £25 cancellation fee or if you, the guest, decide you would like to alter the booking to another property or to a different date, then this is possible providing there is sufficient availability. Should the tariff of the other property be higher than additional charges would also be payable.

Longer stay bookings of 28 days or more

a. Once a booking has been confirmed by Country Retreats, you remain responsible for the total cost of the booking for all the agreed dates booked, these will be detailed on your account statement.

b. All cancellations must be notified to Country Retreats prior to the commencement date of the letting.

c. Once a booking has been accepted and processed by Country Retreats then if you, the guest, decide you would like to extend your stay, then this is possible providing there is sufficient availability. d. If you no longer require accommodation for all the dates that you have booked then no refund is issued as standard. However, Country Retreats will endeavor to resell your dates and offer a refund on any monies recouped less £25 cancellation fee.

e. If for any reason, beyond the control of the owner of the property, the property is unavailable for example because of flood, fire damage or other circumstances, then Country Retreats will provide you, the guest, with at least 4 weeks' notice of non-availability where ever possible.

f. Country Retreats, where possible, will try and provide alternative accommodation and if no alternative is available, a full refund will be provided to you, even if this is up to the day of the start of your stay.

g. Neither the owner or Country Retreats will be liable for any form of damages, compensation or expenses claimed by the guest in respect of the non-availability of accommodation, except as provided for by a refund as set out above.





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Christmas Week Break

0 -62 days .of your start date - No refund is issued.

0 - 63 days plus – full refund provided less a £25 cancellation fee or if you, the guest, decide you would like to alter the booking to another property or to a different date, then this is possible providing there is sufficient availability. Should the tariff of the other property be higher than additional charges would also be payable.

3. If for any reason, beyond the control of the owner of the property, the property is unavailable for example because of flood, fire damage or other circumstances, then Country Retreats will provide you, the guest, with at least 4 weeks' notice of non-availability where ever possible. Country Retreats, where possible, will try and provide alternative accommodation and if no alternative is available, a full refund will be provided to you, even if this is up to the day of the start of your stay.

4. Neither the owner or Country Retreats will be liable for any form of damages, compensation or expenses claimed by the guest in respect of the non-availability of accommodation, except as provided for by a refund as set out above.

8. You will occupy the property for the purposes of your stay only and for no other purpose. The property will normally be available to you from 4pm on the first day of the accommodation booked. All guests and occupiers, luggage, property, vehicles etc must vacate the property completely by 10.00 am on the last date of the accommodation letting.
9. All windows and doors must be checked and securely locked. In the event that keys are not returned, then a charge will be incurred by you to cover locksmith costs to change locks and replace keys
10. Damages and breakages – please treat the facilities & accommodation with due care. If you notice something is missing or damaged in your accommodation, we request that you let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, please report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage. We reserve the right to debit appropriate charges to cover the cost of any damage caused.
11. You, the guest, shall not permit the property to be occupied by more than the maximum number of persons stated in each property description
12. The guest who has booked the property must occupy it for the purposes of a stay for themselves and not with any other person not named on the booking form unless otherwise agreed at the time of booking.
13. Bed linen and towels are included in the price for all short term holiday let bookings. If a party is staying for 7-10 days then guests will receive cleaning, fresh linen and towels on or around the end of the first week. If a party is staying for 14 days or more a weekly cleaning service will be provided as well as a change of linen and towels.
14. You, the guest, agree with Country Retreats as follows:-
Deductions from the damage deposit will be taken to cover the expense of putting right any damage or loss caused excluding reasonable wear and tear incurred during your stay even if the sum proves to be in excess of the damage deposit.
15. You, the guest, agree:-
Not to cause nuisance, excessive noise or annoyance to occupiers of neighboring properties.
To allow reasonable access to the property by anyone authorised by the owner and in particular to Country Retreats.
16. If in the opinion of the owner or Country Retreats you, the guest, are not deemed suitable to continue occupation of the property because of your behavior or damage to the property or nuisance to other parties, then this agreement may be terminated without notice and the owner or Country Retreats will be entitled to repossess the property immediately without any compensation to you. Country Retreats reserves the right to refuse bookings for whatever reason.
17. Country Retreats only let specific dog friendly properties where dogs are permitted by prior agreement at the time of booking, together with a cost of £30.00 per week or short break, for the holiday accommodation period. No other pets





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including cats are permitted to stay in the property. You, the guest, agree that you will do the following in respect of occupation of the property by your pets, where they are permitted:-

No more than two dogs may occupy the property at any one time.

All dogs should be kept under strict control at all times whilst on the property.

Dogs shall not be permitted in the bedrooms, bathrooms or to go onto furniture.

Dogs shall not be left in the property unattended or in your vehicle outside of the property at anytime.

Should dogs be left unattended and disturb guests, then this may be deemed as unreasonable behavior and warrant an invitation for you to vacate the property.

Any fouling of internal areas shall be professionally cleaned and the cost borne by the guest.

Any fouling of lawns, paths or outside surfaces shall be cleared up without delay, by you the guest. Failure to do this will result in additional charges being made which will be recovered from the damage deposit.

Guests should provide dogs bedding and necessary equipment, including food and water bowls, including towels.

Dogs should only be left at night in the area indicated in the properties guest information folder.

The following breeds of dog are not permitted even where muzzled as required by law:- American Pit Bull Terrier, Japanese Tosa, Fila Brasileiro, Doga Argentino.

18. All properties handled by Country Retreats are subject to a strict no-smoking policy and any damage caused to the property or its contents by smoke or cigarette burns to cover damages, costs and cleaning of the property may be charged or deducted from the damage deposit. Smoking is permitted outside the property on condition that all cigarette butts and ash are cleared and disposed of, by you, the guest, before departure.
19. Parking is available for two vehicles per property, additional guest parking is also available on site, please ask a member of the management team for details. All vehicles are parked at the guest's risk and neither the property owner nor Country Retreats shall be liable for any damage to the vehicle or theft of personal items stored in it.
20. A property information section is included in the guest information folder provided at the property by the owner. You are advised to read the property information section upon your arrival at the property and familiarise yourself with the operation of safety, electrical and other equipment in accordance with any guidance provided. The information is provided to make your stay a safe and happy one, but no liability can be accepted by Country Retreats for the content of the property information and your reliance on it.
21. If you, the guest, feel you have a reason for complaint, then you should notify Country Retreats immediately so that steps can be taken for remedial action. Country Retreats are expected to act on behalf of the owner in dealing with your complaint quickly and efficiently and if you do not complain at the time when you are staying at the property, by leaving it until after your stay has ended, then Country Retreats and the owner cannot provide any form of compensation as you would have not given Country Retreats an opportunity to remedy the matters you have complained of.
22. If you, the guest, or any members of your party leave any personal belongings inside the property you will be charged the cost of postage and packaging to have them returned to you. Any items found by the servicing company responsible for the property will be disposed of within 7 days if not claimed. All perishable foods will automatically be disposed of at the time of the changeover.
23. Country Retreats will not be liable for any act, neglect or default on the part of the owner or any other person not within their employ or otherwise under their control for any accident, damage, loss, injury, expense or inconvenience whether to personal property which the guest or any other person may suffer or incur arising out of or in any way connected with the occupation of the property. In addition, the owners and Country Retreats accept no liability for loss or damage to the guest's possessions on the owner's property or land.
24. Country Retreats will not be liable for any temporary defect or malfunction of any equipment, machinery, or appliance in the property or grounds, or for the failure or interruption of public services or utilities (including electricity, water, internet, or





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television services) that are beyond our control. These are classed as force majeure events under UK consumer law, meaning we cannot be held responsible for failures or delays caused by circumstances outside our reasonable control. In the event of a power outage or other circumstance arising from factors outside our reasonable control (including, but not limited to, adverse weather conditions, natural disasters, or interruptions to the electricity network), no compensation, refund, or relocation will be automatically due. However, Country Retreats we will always do our best to keep you updated and help make your stay as comfortable as possible until normal service is restored.

25. We, Country Retreats and you, the guest, agree that the law applying to this Contract will be English law and that we agree that the jurisdiction of the English Courts shall apply in any dispute or claim arising out of this agreement.
26. Should the property be rented by you as part of a film project, you will be required prior to acceptance of the booking by Country Retreats to describe the nature and content of the proposed film. Country Retreats reserve the right to refuse a booking and to require guests and occupier/s to leave the property forthwith if the nature of the film project is not as described at the time of the booking. This includes the making of pornography, portraying and/or representing material which is defamatory in any way or involves the depiction and/or representation of any unlawful act.

