

Booking Terms and Conditions for The Haven

www.merlinhaven.com

**The Haven
Larkrise
Merlin Haven
Wotton-under-Edge
Gloucestershire
GL12 7BA**

By making a booking at The Haven, you are entering an agreement with us. Please read our terms and conditions of booking below.

Pets

We are really sorry but we do not allow pets at this property.

Acceptance of Children

We are really sorry but no children under the age of five are allowed at this property.

Prices and Payments

The price of the accommodation includes electricity, linen, cleaning, hot water, and central heating.

A deposit of 20% of the total booking cost is due at the time of booking, with the balance being due on your departure. The booking deposit will be collected and processed by our booking agent, Inn Style, through their authorised payment processor, Stripe. Your credit/debit card details will be held securely by Stripe, and you authorise the use of this card for any sums that are or become owing to us, including the balance payment and any incidentals or other charges incurred during your stay.

If the sums owing exceed the authorisation taken at the time of booking, further authorisation may be requested, and if such authorisation is not available, we will request another method of settlement, for example cash. If the sums owing do not exceed the authorisation taken at the time of booking, the authorisation for the amount not utilised will be released.

You may choose to settle any part of the sums owing by cash on departure, with the authorisation taken at the time of booking being used for any shortfall.

Cancellation

Your booking deposit is non-refundable.

Should you cancel before the start of your stay, we will use the authorisation taken at the time of booking to charge an additional percentage of the total booking cost to your card,

according to how far in advance of your stay the cancellation is made, and release the remaining authorisation. The additional percentage charge is set out in the following table:

Cancellation time before start of stay	Additional charge	Total charge, including deposit
> 6 months	0%	20%
2 – 6 months	10%	30%
1 – 2 months	30%	50%
2 weeks – 1 month	50%	70%
1 – 2 weeks	65%	85%
< 1 week	80%	100%

Non-availability of Accommodation

We would only cancel your booking if the accommodation becomes unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the accommodation. Our liability would not extend beyond this refund.

Arrival

Your accommodation will be available to you from 16:30hrs on the day of arrival, but no later than 22:00hrs, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your rooms.

Departure

Please be ready to leave the accommodation by 11:30hrs on the day of departure, unless otherwise arranged. Please note that lost keys will be charged or invoiced to you to cover replacement or any call out charges, door locks and key cutting as required. We reserve the right to use the authorisation taken at the time of booking to cover at least part of any such charge.

Damages and Breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as they occur. We do not normally charge for minor breakages or damages, but we may charge or invoice you for repair or making good if the damage or breakage is significant or if extra cleaning is required. We reserve the right to use the authorisation taken at the time of booking to cover at least part of any such charge.

WiFi

The service we provide is intended to be used for general purposes, including accessing the World Wide Web, email, and messaging services. You undertake to us that you will

use the services responsibly and that you will behave in a lawful, honest and proper manner when accessing these services.

Liability

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 or contractors whilst acting in the course of employment.

Privacy Policy

Any data collected during the course of this booking will be stored on computer. We may from time to time contact you about promotions and offers unless you express a preference not to be contacted. We will not share your details with any third party.

A warm welcome awaits you at The Haven.