

Secret Valley Dartmoor

Booking Terms and Conditions

Reservations and Bookings

1. A deposit of 20% is required to secure each holiday apartment booking.
2. If you wish to cancel your holiday, the deposit will be returned if the apartment can be let for that period.
3. Full payment is required 6 weeks prior to the start of your holiday.
4. No refund will normally be returned if cancellation is made within 6 weeks of holiday start.
5. All rental prices are in £ sterling.
6. All rental prices are per apartment.
7. If the apartment which you have booked becomes unavailable or unusable, for whatever reason prior to the date of your booking, then we will; a) to endeavour to find you a suitable alternative property, or, failing that, b) reimburse you for any monies paid.
8. Confirmation of a booking is deemed acceptance of all terms listed here.
9. The number of persons occupying each apartment must not exceed that as stipulated in the brochure or on the website. The apartments must be used for personal and domestic purposes only, and not for any commercial use.

Booking Form

1. The person who signs the Booking form is authorised to agree to the booking conditions on behalf of all other guests in the party.
2. The signatory must be over 18 years of age & be included on the Booking Form and is responsible for ensuring full payment.

Payment methods

1. [Bank Transfer](#) - please telephone 01626 821628
2. [Credit card payment](#) - via secure Paypal Site (additional 5% card fee)

Conditions for apartment rental

1. Week Rentals are: arrive Saturday to depart Saturday.
2. Short break, weekend and other periods of rental are available on request subject to availability - please contact us
3. Holidays commence at 4 pm on the day of arrival & end at 10am on the day of departure - if specific requests are made to alter these times in advance, all efforts will be made to accommodate them.
4. **The cost of bed linen and towels is included.**
5. Please respect other guests as unsociable behaviour will not be tolerated & you will be asked to leave your apartment.
6. We reserve the right to refuse a guest entry and accommodation if we consider that the guest is under the influence of drink or drugs, is unsuitably dressed or is behaving in a threatening, abusive or otherwise unacceptable manner.
7. We will maintain apartments in a safe and good condition.
8. Please take **proper and reasonable care of your apartment** and garden; furniture, pictures, fittings and effects; please leave them in the same state of repair and condition, and in the same clean and tidy condition, at the end of the rental period, as at the beginning.
9. This is self catering accommodation and cleaning and/or repair charges will be applied if apartment is not left in a clean condition.
10. Do **notify us immediately** of any breakages and damages. You are legally bound to reimburse Secret Valley Dartmoor for any replacement, repair or cleaning costs on demand.
11. There is **no smoking inside the apartments** - all litter must be picked up & placed in the appropriate container.

12. Pets must be fully vaccinated & be under control at all times. Reasonable care, control and supervision of your pets are required.
13. Soiling or damage caused by your pet will incur a housekeeping charge.
14. We do not accept liability for injuries to guests that are caused by your pet.
15. We do not accept liability for loss or theft of guests possessions or valuables.
16. We do not accept liability for accidental injury to guests on the premises (includes all outdoor areas)
17. We do not accept responsibilities for disturbances arising through any action or behaviour of other guests.

Guests vehicles

1. We are not liable for any loss or damage caused to a guest's vehicle, unless caused by our wilful misconduct.
2. A **single** parking space is allocated to each apartment and **two** spaces for the main house
3. Please place cycles in garage - not lockable.
4. Please respect that other guests and persons require access and do not block the communal parking areas and driveway.

Conditions for use of Outdoor and Leisure facilities

1. There may be a nominal charge at busy periods for the use of the snooker table, the sauna and the gymnasium.
2. We will ensure leisure facilities are in safe and good condition on guests arrival.
3. We reserve right to close down the pool, sauna and outdoor spa due to inclement weather or water conditions or if used inappropriately by guests
4. Charges will be levied to repair any damage that occurs to all leisure equipment.
5. Use of facilities is at our discretion and we reserve right to withdraw access to these facilities.
6. We do not accept any liability for accidents, injuries or illness that arise whilst using the swimming pool, outdoor spa, sauna, gymnasium equipment or games room.
7. The swimming pool is NOT protected by a child proof fence. Children are welcome to use the pool but must be supervised by a responsible adult at ALL times.
8. The swimming pool is normally heated during June - Sept and has a wintercover in place outside these dates. The pool temperature will be affected by weather conditions, the amount of use by guests and by appropriate use of the pool cover. We reserve the right not to heat pool in inclement conditions.
9. Health and safety dictates that children are not allowed to use the Sauna or Jacuzzi - any such use is at guests own responsibility.

Complaints

1. In case of complaint please notify us immediately during your stay - in person, via telephone or email to discuss your concerns.
2. We will endeavour to investigate and rectify any problems wherever possible promptly during your stay.
3. We will only be able to offer refund or compensation if you have notified us of your concerns during your stay and we have not been able to rectify them.

• Please observe some simple cottage/apartment rules;

- **Strictly no smoking** in the lodge or apartments.
- **Arrival between 4 pm - 7 pm**, (day of arrival), and **departure by 10 am please**, (day of departure). *(We really need the time to clean and prepare thoroughly; either for your arrival, or for that of our next guests).*
- **No wellies or boots indoors.**
- **Cycles** to remain in garage, **outside.**
- Please be environmentally friendly; **switch off lights** and **only heat when required**, and **save water.**

- **Recycle glass / plastic bottles / tins / cardboard etc.** and place in labelled bins near the garage. Place all other rubbish in clear plastic refuse bag. **NO loose rubbish in wheelie bins please.**
- **Observe the countryside code outdoors.** There is a small, working farm and livery stables with horses nearby; **all gates must be closed,** and **care taken** when driving through our narrow lanes. Please don't allow children to chase or interfere with the animals.

Every effort has been made to ensure you have an enjoyable stay; however we know we can't always be 100% perfect. Please let us know immediately if this has not been the case.

We will endeavour to rectify, wherever possible.