

Terms and Conditions

Woodlands Bed and Breakfast Terms and Conditions

The Client:

The client is the person making the booking and shall be responsible for the conditions herein.

Woodlands:

Woodlands is the provider of a bed and breakfast service at Coopers Hill, Alvechurch, B48 7BX and is owned by John and Amanda Impey (the proprietors).

The Contract:

The contract is made between Woodlands and the client. All bookings are subject to the conditions herein.

Payment:

Payment must be made by cash, debit card or credit card or cheques made payable to John Impey. A deposit equal to one third of the total cost of the accommodation is required to procure any booking. On arrival, details will be taken from a valid credit/debit card from the client for security against damages or breakages during the period of visit and final settlement.

Confirmation of booking:

Upon receipt of the client's written request for accommodation on required dates, and payment of the deposit, a confirmation email will be forwarded from Woodlands. Any error in these details should be notified within 3 working days of receipt.

VAT:

Woodlands is not VAT registered.

Cancellation:

Any cancellations by the client must be made in writing. The date from which the cancellation applies will be the day the cancellation notice is received by Woodlands.

Period of visit:

Should the client need to cancel a confirmed booking for any reason, the following cancellation charges will apply.

The full deposit (one third of the total visit cost (30%)) if more than 14 days prior to arrival.

50% of the total visit cost when between 7 and 14 days prior to arrival.

The total cost of the visit when between 0 and 7 days prior to arrival.

Clients failing to arrive within 24 hours of the first day of visit and having omitted to inform Woodlands of their delay shall be considered to have cancelled their booking and the standard cancellation charges shall apply.

However, Woodlands undertakes to reimburse these charges if it manages to relet the rooms.

The visit period commences at 5:00 PM of the first day and terminates at 10:00 AM on the last day (with the exception of leaving on a Sunday when guests may leave at 12:00 noon). Woodlands reserves the right to make a charge equivalent to 20% of the night's visit per hour of overstay by the client on the last day of the visit.

Property Care / Damages:

The client shall take all reasonable care of the furnishings and effects and agrees to pay for damages/losses incurred during his/her stay.

Pets:

Pets are welcome in the gardens and in certain areas of the house, provided they are kept under full control, but are not permitted in the bedrooms. They may be accommodated over night in a covered yard at the premises. Guide dogs for the blind may be accommodated subject to notification being given at the time of booking.

Smoking:

Smoking is not permitted within the bedrooms or dining room but there is a sun lounge where smoking is permitted.

Woodlands reserves the right to charge the client the cost of decontaminating a bedroom if this rule is breached.

Grounds and Gardens:

Guests may use the facilities available within the grounds including the swimming pool in season. Children are

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encouraged to enjoy the gardens as well but must be supervised by adults and are not allowed within the fenced swimming pool area unless accompanied by someone of at least 16 years of age.

Non-availability of property:

If for any reason beyond the owner's control (e.g. fire, flood damage or force majeure) the property is not available on the date booked, every effort will be made to find acceptable alternative accommodation. In the event that this is not possible, all rent and other charges paid in advance by the client will be refunded in full, but the applicant shall have no further claim against Woodlands, the proprietor or his agent.

Complaints:

Woodlands does its best to provide an enjoyable stay but in the event of a complaint, please notify the proprietor, who shall endeavour to deal with it promptly.

Liability:

John and Amanda Impey and representatives shall not be liable to the client or third parties for consequential loss or damages to persons or property, howsoever arriving.

Woodlands is the private home of John and Amanda Impey and they reserve the right to terminate a booking at any time if for any reason they, at their sole discretion, decide the client or any member of the client's party is in breach of either the conditions above or the spirit of staying at someone's private house.

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