

Terms and Conditions – Group Bookings @ The Little Hide

A Group = 4 or more Pods booked by one person

OVERVIEW:

Due to the nature of The Little Hide, and its location on a quiet, rural, caravan park, we are now only accepting group bookings under the following rules...

- We will only accept 1 large group booking a month, and it must be booked directly via the phone or email.
- Group Bookings will have exclusive use of the The Little Hide.
- We will only accept a group booking for 8 pods.
- The Cuckoo's Nest, the Yurt or the BowTop Caravan will not be allowed in a group booking. The Cuckoo's Nest or Yurt will not be rented out for the duration of your booking. The Bow Top Caravan may be as it is not on the same site.
- Group Bookings will not be accepted on a Bank Holiday Weekend or York Races Weekends.
- We can take up to a maximum of 16 persons in a group, with 2 people per pod.
- Payment for Group Bookings is to be made with a £200 non-refundable deposit, with the remainder paid in full at least 4 weeks prior to the booking, or at time of booking is stay is with-in 4 weeks.
- The deposit payment is non-refundable. No exceptions - so please don't ask, as we will have to say no, and that will be awkward for both of us!
- Booking via an external booking site does not exclude you from our Group Terms and Conditions.

1. THE AGREEMENT

By placing a booking with The Little Hide you confirm the accuracy of all the information provided by you and accept these Terms and Conditions on behalf of yourself and everyone in the party.

The Agreement between you and The Little Hide, comes into existence only when The Little Hide issues you with email confirmation of your booking. Contact us immediately if any information, which appears on the booking confirmation or elsewhere, appears to be incorrect or incomplete.

Unless you contact The Little Hide within 3 days of your email confirmation, you will be deemed to have agreed to the contract terms. Once a booking has been confirmed it is non-transferable.

Changes will be executed where available for a £10.00 administration fee per Pod. The administration charge may still be chargeable if we are not able to make the changes as requested due to unavailability to compensate for our time spent ascertaining the details and availability of the request. Persons may join your group prior to the arrival date if there is availability.

Unless you advise us to the contrary we will assume that every member of your group is over 18 years of age. The site is an ADULT ONLY site, and is therefore over 18's only please.

2. TERMS OF PAYMENT

Your booking is not confirmed until we have received a £200 non-refundable deposit – this is due within 7 days of you making the booking. The deposit is non-refundable unless The Little Hide has to cancel your booking due to circumstances out of our control.

Payment in full must be paid as directed by The Little Hide at the time of the booking being made – at the very least full payment is due 1 calendar month prior to your stay.

If you fail to make this payment The Little Hide will consider the stay cancelled, and will re-list the pods for hire. Please note we may not send reminders.

If you make a booking within one calendar month of the date of your booking, the full cost of the stay is immediately payable.

For payments by Credit Card, Debit Card, Bank Transfer no surcharge is levied. Cheques are not an accepted form of payment.

If you have booked via Booking.com, then you will be bound by the payment terms of that site (full payment at the time of booking).

3. BOOKING PRICE

Single night group bookings will be accepted Sunday thru Thursday at the standard rate shown on the website.

Bookings for weekends are deemed as Friday & Saturday at the standard rate shown on the website.

The price of the Stay will be the price detailed in the confirmation email which is current at the time that the Agreement between you and The Little Hide come into existence.

4. CANCELLING OF STAY

By making a booking at The Little Hide the pods have been taken off the booking sites. If you cancel your booking you will be charged as follows:

Up to 30 days prior to arrival - £200 deposit will be lost

Between 30 days and day of arrival - £200 deposit and £15 per pod not resold

Once your booking has been confirmed cancellations will only be accepted in writing from the Group Leader.

5. YOUR RESPONSIBILITY

You are reminded that there are other people on site and some in close proximity of the Camping Pods. We ask that act responsibly and with respect to others around you throughout your stay and consider your actions.

If you or any member of the group acts in a way that threatens or disrupts the safety or enjoyment of others, we reserve the right to cancel your booking without notice and with immediate effect. You may be asked to vacate the site in this instance.

The Little Hide will not pay any refund, compensation or other sum whatsoever, or any costs or expenses incurred by you if we have to terminate your arrangements due to any unacceptable behavior. In this situation we will have no further responsibility for any member of the group.

The Little Hide will hold every person jointly and severally liable for any damage to property and for any legal costs incurred in defending or pursuing such a claim. No refunds will be made or credit notes issued if you or any member of the group chooses to leave the stay early.

6. THE LITTLE HIDE RESPONSIBILITIES

The Little Hide is responsible for providing you with a Pod or similar accommodation on the adult only site at Willow House Caravan Park. The Little Hide is liable for any personal injury or death, which you sustain on a stay because of its negligence. However, The Little Hide is not liable if the personal injury or death happens as a result of your own acts or omissions.

7. GENERAL TERMS & CONDITIONS

The Little Hide's General Terms & Conditions are also part of this agreement and should be read thoroughly before committing to a reservation. They can be found on the website and also by request.

8. HEN & STAG PARTIES

For Hen & Stag Parties, we must insist on all 8 pods being booked, as it would be unfair or us to book someone else in during your party. With all the will in the world, the noise levels are higher during group bookings, and it's not fair on someone coming for a relaxing weekend away.

If 8 pods are booked a maximum of 16 people may stay.

9. CONTACT

Reservations - 077 131 94 299 - relax@thelittlehide.co.uk