

Terms & Conditions of Booking

These T&C's apply to reservations made directly with The Hill. For any reservations made through Online Travel Agents (OTA) the terms and conditions of the platform will apply.

- i. The price includes accommodation plus any board indicated. We accept the following forms of payment: cash, debit cards, credit cards. We are no longer able to accept cheques as payment. Your bill for the accommodation and any extras or services taken during your stay is payable prior to departure.
- ii. Reservations must be secured with a valid credit / debit card. For reservations made more than 2 days before arrival, a non-refundable deposit of £50 per room booked is required.
- iii. For reservations made less than or equal to 2 days before arrival, a payment equal to the total cost of the booking is required. This reservation is non-refundable.
- iv. The total balance, less deposit or pre-payments is payable prior to departure.
- v. Once you have booked your stay, our agreement is a legal contract. If you need to cancel, please contact us immediately. If the booking is cancelled less than 7 days before arrival, then a charge equal to 50% of the stay will be made. If the booking is cancelled less than 2 days before arrival, then a charge equal to the full booking amount will be made. If the booking is cancelled 7 or more days before arrival, then a charge equal to £50 per room booked will be made. For this reason, you may wish to take out cancellation insurance, which is inexpensive and can be obtained from any good broker.
- vi. If you need to change or modify your booking; we are happy to move your booking to another date (subject to availability and pricing for the dates booked) OR hold your deposit for a future date (Transfer 100% of your deposit to a future date up to a year beyond your original booking. Any new reservation is to remain at or above the value of your original booking and will be subject to availability and pricing for the dates booked.)
- vii. We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.
- viii. Please take all your belongings with you on departure. If you notice that you have left anything behind, please report it to the owners as soon as possible. Items can be returned to you; these will incur a standard charge of £10.00 plus postage and packaging. Items left in rooms are kept for 28 days.
- ix. Please take care with our accommodation. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of £25 if you did not report this.
- x. 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.
- xi. Following your stay, we may contact you to ask for your comments about your visit.

- GL & J Wilkinson ("we" or "our" or "us") are committed to protecting and respecting your privacy. Our Privacy Policy is available on request and sets out the basis on which any personal data we collect from you will be processed by us.

- For the purpose of the Data Protection Act 1998 (the Act), and the General Data Protection Regulations (GDPR), from 25 May 2018, the data controller is GL & J Wilkinson.