

## BOOKING TERMS & CONDITIONS

Our objective is to make your stay at Podtastic as pleasurable as possible. In order to avoid any misunderstanding and to protect you as the customer and us as the supplier we have a number of conditions that we must ask you to note before making any booking.

Making a booking with Podtastic will indicate your acceptance of these Terms and Conditions

### Booking Pattern, Arrival and Departure times:

**Weekend Three Night Stay**, Friday, Saturday and Sunday. Per stay prices are based on two guests. Maximum two adults per pod (one of which must be aged over eighteen). Extra children aged between four and sixteen incur an additional charge. Four guests per pod total. Arrival Friday after 3pm, checkout 10am Monday.

**Weekend Two Night Stay**, Friday & Saturday. Per stay prices are based on two guests. Maximum two adults per pod (one of which must be aged over eighteen). Extra children aged between four and sixteen incur an additional charge. Four guests per pod total. Arrival Friday after 3pm, checkout 10am Sunday, but can be extended to 4pm for an additional charge.

**Weekday**, Two night minimum stay. Per Night prices are based on two guests. Maximum two adults per pod (one of which must be aged over eighteen). Extra children aged between four and sixteen incur an additional charge. Four guests per pod total. Arrival Monday after 3pm, checkout 10am on day of departure.

### Payment Policy:

25% non-refundable deposit payable on booking, remaining balance to be paid a full six weeks before stay. Full payment can also be made on booking if preferred.

Stays less than six weeks away, full payment is taken on booking.

Prices are inclusive of VAT. We reserve the right to change our prices at any time.

### Booking Amendments:

Booking dates can be changed subject to availability, but not within six weeks of the start of your stay.

We reserve the right to change the allocated pod right up to the time of your arrival. This would only be done on an exceptional basis.

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### Booking Cancellations:

Bookings may only be cancelled up to six weeks before the stay. The deposit will not be refunded.

If the booking is changed to a new date then the deposit will be credited against the new booking less a £50 administration fee.

In the very rare event that we should have to cancel your booking we will give you as much notice as possible. If alternative dates are not suitable for you then we will refund your fee in full.

Refunds, can only be made to the original purchaser using the original payment method.

No refunds will be made in the event of a no show.

### Travel Insurance:

We highly recommend you take out UK travel Insurance including cancellation insurance.

### Dogs:

Unfortunately, we do not take dogs in any of the pods.

### Groups:

Group bookings are by prior arrangement only. We cannot accept stag or hen parties. Any group bookings made without prior arrangement will be cancelled. An administration fee and any fees incurred by us will be deducted from any payment made.

### Safety:

Safety is our highest priority but it should be acknowledged that the countryside carries a certain level of inherent risk. The person making the booking agrees on behalf of all guests to accept a share in the responsibility to maintain personal safety and that of others and of property by your own actions or conduct.

### Liability:

We cannot accept any liability for loss of, or damage to, any article or personal property.

Every effort is made to ensure that accuracy of publicity material but we cannot accept any liability for any inaccuracies, errors or omissions.

### Cleaning:

We ask that guests leave their pods as clean and tidy as they find them. We may make a charge without prior notification for pods left in an unclean state. Cleaning materials, vacuum and mop are available in each pod.

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### Pod Inventory:

We leave an inventory in each pod which give the replacement cost for each item and breakages from the kitchenette must be paid for by leaving cash in the envelope provided. We will make a charge to the booking card for all items not paid for, without giving prior notice. You must advise us if there is damage to anything more serious.

### Firepits/Barbecues:

Firepits and barbecue stands are available with each pod. Only wood, firelighters, kindling and barbecue trays provided by Podtastic can be used on site. Campfires are not permitted.

### Security Deposit:

A security deposit is authorised on booking to cover any damage incurred, additional cleaning required, missing items, this will be processed by our payment provider and released at the end of the stay.

### Parking:

At the rear of the pod there is parking for one car, an additional car can be accommodated near to the pod if required at additional cost.

### Smoking:

Smoking or vaping is not allowed either inside the pods or on the decking area. Please ensure all cigarette ends are disposed of in the metal ashtray provided on the fence post on the canal side fence.