

Terms & Conditions

General

Wildwood offers self-catering holidays on a weekly basis, usually Saturday to Saturday (4 pm on the date of arrival to 10 am on the date of departure) unless otherwise stated, subject to the hiring terms and conditions listed below.

Booking your Holiday

To book your holiday, go to the Availability and Booking tab on the Home page. This will take you to a booking page that shows you all the available dates on the calendar. Please select your chosen week and complete the booking form. We will contact you within 24 hours to acknowledge your booking. We will hold your booking for 7 days allowing you time to make your deposit payment. If we do not receive your payment after 7 days we will re-advertise the selected week(s).

All bookings made online are reservations and subject to confirmation by the Owners. In the event that the property is not deemed suitable for the party or, due to circumstances beyond our control, the property becomes unavailable we will refund any deposit money paid. The Owners reserve the right to refuse the booking.

Cancellation Protection

We strongly recommend that you use holiday cancellation insurance to cover the cost of your holiday. This will provide you with piece of mind if an unforeseen event forces you to cancel your holiday.

Payment for your Holiday

The initial deposit payment is 25% of the total hire charge and may be paid by cheque or BACS. If you choose to pay via BACS on the booking form we will contact you with our Bank details.

The balance plus £100 Good Housekeeping Deposit is payable no later than eight weeks prior to commencement of the holiday. If you are booking within eight weeks of the start of your holiday, payment in full is required with your booking form. Information including directions and key instructions will be issued 7 days prior to your arrival.

Good Housekeeping Deposit

The hirer shall ensure that the property is left in a clean and tidy condition and that the property and its contents are respected at all times. If damage occurs (beyond fair wear and tear) or excessive cleaning is required then a claim may be made on the good housekeeping deposit provided.

Booking from Overseas

We welcome bookings from Overseas visitors. Balance of charges is due eight weeks prior to the commencement of the holiday. Payment needs to be made by international bank transfer. Please note that Swift payments (international bank transfer) incur bank charges and these will be payable by the hirer. For further information please email us at info2@wildwoodlogcabin.co.uk

Cancellations

Please note that, once a booking has been confirmed, you are liable for the whole cost of the holiday. However, if the reason for cancellation is not covered by your insurance scheme, we will, in any event, endeavor to re-let the property and, if successful, we will make a full refund. All cancellations have to be made as soon as possible in writing via email to info2@wildwoodlogcabin.co.uk

Electric Car Charging

Electric car charging is not permitted at this property, if you charge your vehicle you will incur additional charges. Please use an appropriate designated charging site.

Equipment

The property is furnished and equipped to cater for the stated permitted occupancy and includes pots and pans, crockery, cutlery, iron and ironing board. Major items of domestic equipment are listed on the Availability and Booking page.

Pets

Wildwood welcomes pets (maximum 2 per booking without request). All pets are charged at £21 per pet, per week. Details of your pet/s must be supplied on the booking form. Pets must be kept under strict control at all times. Please see our [rules for visiting canines](#) before making a booking.

Linen

All properties are supplied with pillows, (two per person) duvets and bed linen. Towels for use in the property are also included in the price.

Cleaning

Wildwood is cleaned thoroughly between each let. However, as only a limited period of time is available to clean properties, it is a condition of your let that you leave the property in a clean and tidy condition and that the property and its contents are respected at all times.

Short Breaks

Short break holidays of three nights or more can be arranged, subject to availability. This is normally out of peak periods or as last minute requests.

Complaints

It is important to us that you enjoy your holiday and every effort has been made to ensure this. However, in the unlikely event of dissatisfaction with the property or any subsequent problem, the holidaymaker should immediately contact the owner so that the opportunity to rectify the problem is given.

Winter Guests

Please keep in mind that Wildwood is located in the forest. The temperature at this time of year can be extremely cold and although the house and pipework is insulated, underground the mains water supply to the area, on occasion, has frozen. If this happens it is unfortunately out of our control and no refunds will be given. The water board tend to react quickly when this happens and it generally is for a short period only. You will need to purchase water from the local store for your usage.

Terms & Conditions of Hire

The hirer shall ensure that the property is left in a clean and tidy condition and that the property and its contents are respected at all times. If damage occurs (beyond fair wear and tear) or excessive cleaning is required then a claim may be made on the good housekeeping deposit provided.

The Hirer shall not sub-let the premises or any part thereof.

The number of people occupying the premises shall not exceed the number stated for the premises.

The Hirer binds and obliges himself to vacate the hired premises without demand at the termination of the period of hire.

The Hirer binds and obliges himself to pay the Owner in respect of any loss or damage beyond fair wear and tear.

Your initial payment comprises a deposit of 25% of the total hire charge, plus supplementary charges for pets.

The balance of the hire charge must be paid at least 8 weeks prior to the commencement of the holiday. The Owner may treat the booking as cancelled if the balance of the hire charge is not sent by this date.

If the booking is made within 8 weeks of the start of the holiday, payment in full at the time of booking is required.

The Hirer agrees that, in the event of Cancellation, while all reasonable efforts will be made by the Owner to re-let, the Hirer will be responsible for paying for the period of tenancy booked if a substitute cannot be found.

The Owner, accepts no responsibility for loss, injury or damage to any member of the Hirer's party or their property, arising in any manner out of the let of the premises, however caused.

The Hirer shall undertake to prevent any member of his party from causing a nuisance or disturbance to neighbouring residents or occupiers.

The Hirer undertakes to leave the hired premises secure if left unoccupied during the period of let.

The Hirer shall undertake to keep pets under control at all times, and will not leave pets unattended inside the property.

The Hirer undertakes to relieve the Owner from any liability for damage or injury by any member of his party, however caused.

The Hirer warrants that the subjects let are to be used for the purposes of a Holiday. Accordingly, Section 12(2) and Paragraphs of Schedule 4 of the Housing (Scotland) Act 1988 applies to the letting to the Hirer.

We reserve the right of entry to the properties at all reasonable times for the purposes of inspection or to carry out repairs or maintenance.

All information on this website is correct to the best of our knowledge.



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