



Terms & Conditions

General Information

The follow Terms & Conditions apply to all bookings made for stays at Westwell Downs Shepherd Huts on this website, which is administrated by the owners of the site. If you have any questions or require clarification on any points, please contact us on 07766 111136.

Booking and Payments

A deposit of 50% of the rental fee is payable when the booking is made. The balance is due four weeks before the start of your rental. Failure to pay the balance of the rental on or before the due date will result in the cancellation of your booking and treated as a cancellation by you according to the terms below. For bookings made less than four weeks before the start of the stay, the total fee is payable on the booking date.

Cancellation

Cancellation by you up to four weeks before the start date of your stay, including failure to pay the balance, will be subject to a cancellation fee equal to 25% of the total holiday price.

In the event of cancellation within four weeks of the holiday start date, you will be liable for the full amount, unless we are able to rebook the hut, in which case you will receive a full refund minus a £40 admin fee.

If for any reason beyond the control of the Owner, the property is not available on the date booked or is unsuitable for letting, all rent and charges paid in advance by the guests will be refunded in full but the guests will have no further claim against the property owner. This includes any Covid related guidelines but we strongly advise taking out holiday insurance so that you are covered.

How do we take payment?

Our payment method is through Worldpay, connected to our booking platform partner, Planyo.

Is payment secure?

Yes. Our website encrypts all communication between you and us (you should see a green padlock or similar by the URL in your browser). Additionally, we outsource payment to Worldpay who are an international company specialising in taking payments securely. Your credit card details do no come to us/our website and are not stored by us.

Do you store data about me?

Yes, we store the data we need to allow us to take your booking and provide a service to you, in accordance with GDPR 6(1)(b). Data is held by us, and by Planyo, the company we use to administer your booking. All information is held securely.



Arrival and departure

Your Shepherd Hut will be ready for you from 3pm on your arrival date and we ask you check in by 6pm. Please vacate the hut by 10.30am on departure day to enable our cleaning team to carry out the changeover for the next guests. Late arrivals and departures are sometimes available but please email info@westwelldown.com in advance of your stay to discuss.

Losses and Damage

Please report accidental damage or breakage if and when it happens so that repairs or replacement items can be arranged. A degree of normal wear and tear is to be expected but should any significant damages and breakages occur during your stay, you will be held responsible and liable for the cost of making good. We reserve the right to charge of excessive cleaning where the Shepherd Hut has been left in an unacceptable condition, including but not limited to, waste, litter, damage to the structure and movement of furniture and contents. We do not accept liability for personal injury or accident incurred anywhere on the site or in the hut and suggest you make suitable insurance arrangements to cover these. You are responsible for your property including your car whilst you are staying at Westwell Down and we do not accept any responsibility for your personal effects.

No smoking policy

There is a strict no smoking policy in all of our huts and pollution or damage from smoking will result in a charge to ensure the hut is returned to satisfactory condition. Smoking outside the huts is permitted but guests are responsible for the safe and tidy disposal of their cigarette butts. Please do not litter the surrounding area.

No dogs policy

We have a strict no dogs policy. We are a working farm with livestock and horses in surrounding fields and so we ask you to respect this request. Sadly we won't make any exceptions and you will be asked to leave if you try to sneak one in!

Complaints

Great effort is made to maintain the highest standards for our guests. Should you experience a problem, please email info@westwelldowns.com during your stay so that we can arrange for things to be put right.