HATTERS HOLIDAYS

A WONDERLAND ESCAPE FOR MAD HATTERS BIG AND SMALL

Booking Terms & Conditions

SELF CATERING ACCOMMODATION

Hatters Holidays is operated by Bond Holidays

Call: **01253 341218**

www.hattersholidays.co.uk

HATTERS HOLIDAYS

BOOKING TERMS AND CONDITIONS

The terms below apply to your self-catering booking at Hatters in Ingoldmells, Skegness

Hatters is operated by our parent company Bond Holidays and all bookings are handled by our reservations team on 01253 341218.

What these terms cover:

A. Making a booking
B. Payment
C. Saver Rate Bookings
D. Flexi Rate Bookings
E. Arrival and Departure
F. Your Stay

A | MAKING A BOOKING

1. Contact our reservations team on 01253 341218, email reservations@hattersholidays.co.uk or visit www.hattersholidays.co.uk to book your self-catering stay online. All calls are recorded for training and monitoring purposes, the information you provide at the time of booking must be accurate to the best of your knowledge, we cannot guarantee your accommodation should you provide incorrect details during this process.
2. You will receive the paperwork for your holiday which will include your Booking ID number. This Booking ID number is proof that we have accepted your booking, no booking shall be binding unless we issue you with this number.
3. The booker is responsible for every person who stays at the property, even if you make a reservation on someone else's behalf and don't stay yourself.
4. Breaks in this property are self-catering, no meals will be provided with your stay.
5. We try to ensure all information, photographs and accommodation descriptions have been compiled from the most accurate sources available at the time of going to press. It should be noted that photographs and artists' impressions are illustrative only.
6. Direct bookings (not made through a third party) will always be offered our Saver Rate or Flexi Rate, this cannot be changed after you have been issued a Booking ID number.

B | PAYMENT

1. The rate of your holiday is as published in our brochures, online, displayed by third party vendors or explained during your telephone booking. Direct bookings not made

through a third party will always be offered our Saver Rate or Flexi Rate, this cannot be changed after you have been issued a Booking ID number. See section C for Saver Rate bookings and section D for Flexi Rate bookings.

2. Accommodation rates are per night and are inclusive of VAT.
3. Any promotional discount codes that are displayed through our advertising must be quoted at the time of booking, they cannot be applied after a Booking ID number has been issued.
4. Payments can be made over the telephone with credit or debit cards by calling 01253 341218 or by using the payment links in your booking information.
5. All holidays must be paid for in advance of your arrival date.
6. For all self-catering properties a deposit of 50% must be paid within 14 days of booking your break and the remaining balance is to be paid 8 weeks prior to the start of your break. If you are due to arrive within 8 weeks your full balance will be due within 7 days of booking, always prior to arrival.
7. Should you not make payment by the dates given when your Booking ID is generated your booking will be cancelled and the dates will be made available for resale. If your payment date is not adhered to and it is cancelled for non-payment, any payments made against the booking will be retained.
8. If you have not contacted us to cancel a reservation that you have provisionally booked and it has gone past your payment date we will require an instant payment on your next reservation.

C | SAVER RATE BOOKINGS

1. Saver Rate bookings are non-refundable and non-transferable, you will need to contact your travel insurance company should you need to make a claim.
2. You can cancel your reservation by contacting 01253 341218 or emailing reservations@hattersholidays.co.uk or by post to Hatters Holidays, C/o Bond Holidays, 120 Bond Street, Blackpool, FY4 1HG.
3. If you have not paid any money against your break we will cancel it and not seek any payment.
4. If you have paid a deposit against your break we will cancel accordingly, without seeking any further payment from you. A letter will be provided to claim on your travel insurance.
5. If you have paid in full for your break we will cancel your break accordingly and provide you with a letter to claim on

your travel insurance.

6. Should you not arrive for your holiday on your arrival date your booking will be deemed as a no show booking and no refund will be provided.

7. We reserve the right to cancel your booking in advance and you will be refunded the full amount of the booking. We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. In this circumstance we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund. Reasons for such cancellation would include fire, flood, power grid supply issues, exceptional weather conditions, destruction or damage to property by any other cause. We will always contact you as soon as possible to find a solution in such cases. We accept that whilst these occasions are rare they can happen.

8. Covid 19 & Pandemics Specific
   a. On our Saver Rate should **you** need to cancel your break for issues relating to Covid 19 or any pandemic, contact your travel insurance provider.

   b. If **we** are unable to provide your break due to government restrictions and you have chosen our Saver Rate we will transfer your break to a date of your choice within 12 months of your original booking date. Future breaks will be charged to the brochure rate and additional costs may occur – a price matched break will be offered on a date of our choosing.

   c. If **we** are unable to provide your break due to government restrictions and you have chosen our Flexi Rate we can refund your break minus the £150 Flexi Rate upgrade charge, transfer your break to a date of your choice within 12 months of your original booking date. Should your chosen break be more expensive a payment from you will be required, no refunds will be provided should your chosen dates be lower in price – a price matched break will be offered on a date of our choosing.

   d. We cannot be held responsible for any payments associated with your holiday that have not been made between yourself and us.

D | FLEXI RATE BOOKINGS

1. Flexi Rate bookings at our self-catering properties are flexible and refundable up until 7 days prior to arrival.

2. You can cancel your reservation by contacting 01253 341218 or emailing reservations@hattersholidays.co.uk or

by post to The Bond Hotel, 120 Bond Street, Blackpool, FY4 1HG. This must be done at least 7 days prior to arrival, any cancellations received after this time will not be refunded or transferred.

3. Should you need to cancel and would like a refund on your break the £150 Flexi Rate upgrade charge will be retained and the balance returned to you.
4. Should you need to cancel and would like to transfer your holiday to a future date, you will forfeit your Flexi Rate and the £150 Flexi Rate upgrade will be retained. Should your chosen break be more expensive a payment from you will be required, no refunds will be provided should your chosen dates be lower in price.
5. Should you not arrive for your holiday on your arrival date your booking will be deemed as a no show booking and no refund will be provided.
6. All refunds will be made by Bank Transfer, details from you will be requested as required.
7. We reserve the right to cancel your booking in advance and you will be refunded the full amount of the booking. We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. In this circumstance we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund. Reasons for such cancellation would include fire, flood, power grid supply issues, exceptional weather conditions, destruction or damage to property by any other cause. We will always contact you as soon as possible to find a solution in such cases. We accept that whilst these occasions are rare they can happen.
8. Covid 19 & Pandemics Specific
    a. On our Flexi Rate you have the same rights outlined in sections D1-4
    b. If **we** are unable to provide your break due to government restrictions and you have chosen our Flexi Rate we can refund your break minus the £150 Flexi Rate upgrade charge, transfer your break to a date of your choice within 12 months of your original booking date.

       Should your chosen break be more expensive a payment from you will be required, should your chosen break be lower in price we will refund the difference – a price matched break will be offered on a date of our choosing.
    c. We cannot be held responsible for any payments associated with your holiday that have not been made between yourself and us.

E | ARRIVAL & DEPARTURE

1. Check in time is 3pm, access will not be provided prior to this time. This includes use of the parking facilities.
2. Departure time is 10am, please ensure you have taken all of your property with you at this time.

F | YOUR STAY

1. Should you need our assistance during your stay please telephone 01253 341218 or our out of hours service 07921 290544
2. All bed linen and towels will be provided and are included in the price of your holiday.
3. The lead booker must be over the age of 21.
4. Your party must not exceed the number declared at the time of booking, we reserve the right to ask you to vacate if this is not adhered to. Please ensure the property meets your needs.
5. We do not accept Hen and Stag parties at any of our properties.
6. You are responsible to us for the costs of any breakage or damage in or to the accommodation, along with any additional costs that may result, which are caused by you or your party. These costs will be determined at the time, you will be billed for this once repairs have been carried out. We accept reasonable issues such as broken crockery happen and you can report this at some point during your stay, take a look in your handbook for more information.
7. Smoking is not permitted in any of our properties. We reserve the right to seek compensation for any damage or additional cleaning costs caused by a guest smoking in the property.
8. Pets are not permitted in any of our properties, we do of course accept guide dogs and assistance dogs.
9. Our housekeepers will take pictures of the property and fixtures and fittings before and after your holiday, these photographs will be dated and timed to ensure accuracy should any discrepancies to damage occur. This is not to offend but to ensure a smooth resolution for all parties is achieved as soon as possible after your stay.
10. Should we have concerns at any time during your stay we reserve the right to have access to the property at reasonable times. This includes to carry our any maintenance issues reported or if you are in breach of your holiday occupation.
11. On departure we request the following:
    a. Leave towels in a pile in the bathroom
    b. We do not expect you to strip the bedding. If you choose to do so we would appreciate your help, just

leave it in the bedrooms.

c. Empty the bins and put all rubbish in the correct bins provided outside.

d. Remove any opened and perishable food from the kitchen fridge. Any unopened non-perishable items that you do not wish to take home can be left on the kitchen bench, this will be donated to a local food bank.

e. Please ensure all dishes are washed prior to departure.

f. Put any furniture back as you found it.

g. Close all windows and lock the doors.

h. Keys to be placed in the key safe provided.

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