Cheshire Boutique Stays

Cheshire Boutique Stays T&C's

Booking Terms and Conditions

Only guests named on the booking confirmation are allowed access to the properties without prior written consent from the owners of Cheshire Boutique Barns. Failure to adhere to this could result in the loss of your damages deposit and other additional charges.

For the comfort and enjoyment of all our guests, we have Noiseaware and Crowd Control detection software installed at The Bathhouse. This technology is able to ensure that no additional guests or unwanted, excessive noise levels occur at the property whilst not encroaching on and simultaneously ensuring complete privacy and peaceful enjoyment for all our paying guests.

Damages, Losses and Breakages

A £200 damages deposit per property (£600 for whole Bathhouse bookings) is payable 5 days before arrival (this can be pre-authorised against a retained valid credit card) for all bookings and will be refunded in full no later than 5 days after your stay (usually 2 days) if no damages or losses are incurred.

The hirer is responsible for any damages, losses or breakages that occur at the property during the rental period.

Please let us know if there are any minor damages or breakages as we do not always charge for small accidents if we know about them before your leaving.

Insurance

No refunds can be issued inside the 6-week arrival window so we strongly recommend that you take out comprehensive holiday insurance to cover the period of your booking.

Booking, Deposits and Payments

A booking can only be reserved upon full payment or a 30% deposit payment.

All payments and security deposits must be made by card unless otherwise agreed.

The balance of your booking's value will be due 6 weeks prior to your scheduled arrival. We will email you a receipt when your deposit is received and inform you of the date by which the balance is due. If the balance is not paid by 6 weeks before the booking date we reserve the right to cancel the booking and the deposit will be retained so please make a note of the due date for the balance payment.

For your convenience, we suggest authorising the balance payment to be automatically debited at the due date.

Names of all guests will be required at the time of booking. Any changes to the booked guest list must be notified in advance. We reserve the right to refuse requests for additional guests made after the initial booking or to levy an appropriate charge.

Pets
No pets are permitted at the Bathhouse and no pets without prior agreement at the barns.
No pets to be left in any property unattended.
No pets to be allowed on the furniture or beds
No pets permitted to bark and spoil the quiet enjoyment of other guests.
If pets spoil the enjoyment of other guests staying at the properties we reserve the right to retain the damages deposit.

Refunds and Cancellations
It is not possible to change dates on bookings inside the 6-week window.
No refunds can be issued inside the 6 week arrival window so we strongly recommend that you take out comprehensive holiday insurance to cover the period of your booking.

What to do if you need to cancel inside the 6-week time frame:
Contact your insurer to start your claim if you have insurance.
Check if you are covered on any credit cards, bank accounts you may have.
Please do not phone to ask for exceptions as refusal often offends.
Cancellations can only be accepted in writing. Please only inform us in writing by email.

No cancellation requests can be accepted by telephone.
If you can re-sell or gift the stay to friends or family you are most welcome to do so, just let us know of the changes to the names. No charge will be applied if the terms of the booking remain the same.

Changes or cancellations to bookings outside of 6 weeks before arrival will be refunded in full minus a £50 admin fee.

We reserve the right to cancel a booking. Compensation will not be payable if we are forced to cancel or in any way change your booking, due to fire, weather conditions, or other circumstances beyond our control.

Care of The Properties

No essential oils are abrasive cleaners to be used on the baths.
All jewellery with the potential to scratch the baths is to be removed before use.
No children's toys are to be used in the baths.
Guests agree to keep the property and its contents in the same condition as found at the beginning of the rental period.
Guests will not permit any more people to stay or visit other than the number stated at the time of Booking (unless by prior written agreement with the owners).
Guests are responsible for keeping the properties secure and safe when not there,
by ensuring all doors and windows are locked and fires are never left unattended.
The owner does not accept liability for loss, or damage to you, your guests or your
belongings while staying at the properties.
No smoking or lit candles are allowed at the property inside or out.
Bookings are fully inclusive of bed linen, towels, electricity, and central heating unless otherwise specified.
Guests are required to look after the property and leave it clean and tidy.
An additional cleaning charge will be made if this is not the case.
Excessive use of heating may incur additional charges.

Guest fire safety

Your safety is our number one priority and so we ask kindly you respect and follow these simple fire safety rules.

- No smoking
- No candles
- Take care when using cooking oil
- Please do not leave a lit barbeque unattended
- Ensure barbeque is safely put out if finished with
- Note where fire blankets and extinguishers are stored
- In the event of a fire only tackle if safe to do so. Otherwise, vacate the property, go to the fire assembly point and call 999

Thank you for your co-operation.