

THE MAVERICK LODGER

THE SMALL PRINT

The Hidden House Terms & Conditions

Terms of Booking & Booking Deposit

By placing a booking with us (the property owner/ his/her representative) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set out. During your stay you agree to abide by the subsequent conditions. If you have any questions about booking with us, please contact us before making a booking.

To place a booking with us, the lead guest must be at least 16 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. If families book both the Deluxe bedroom and Bijou room, occupancy is at 4 people (2 adults and 2 children aged 5-17 or 3 adults) max. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

If booking direct, to secure any booking we require payment in full at the booking stage and no later 24 hours prior to check in).

Booking payments must be 'cleared funds' before a booking can be confirmed. Bookings are only refundable under the conditions set out here within.

Direct booking payments can be made via Paypal or via Bank Transfer. Any charges raised against us by our banks for handling bank transfers or any other payments, must be reimbursed by the lead guest within seven 7 days of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

Check-in & Check-out

Guests must check-in and check-out by the times stated below;

- Check-in: after 16:00pm and before 20:00pm on day of arrival
- Check-out: by 10:00am on day of departure

Cancellation, Returned Deposit & Non-Arrival Conditions

Direct Booking Guest who need to cancel a booking should contact us as soon as possible. Direct Bookings already paid are only returned in accordance with the following conditions;

- Cancellation made 14 days or more in advance of arrival date = Full refund.
- Cancellation made 14 days or less of arrival date = 50% refund.
- Cancellation made 7 days or less of arrival date = No refund issued.

Non-arrival guests, who are unable to attend or fail to attend for whatever reason, forfeit the full amount of the booking. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

Children

The property is not suitable for very young children under the age of 5 years.

WiFi Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is not prohibited and will be reported to local authorities.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs / access cards will incur a replacement charge per key / fob / card lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, cigars, snuff or chewing tobacco, is only allowed in designated outdoor areas as sign posted throughout the accommodation and is in accordance with the Health Act 2006.

Dogs

If you have brought your dog to the Hidden House, we ask you to observe the following rules. Failure to do so may result in you being asked to leave without compensation.

- Dogs must be on leash at all times while in the property and grounds
- Any fouling of the lawns must be cleared up without delay
- The rear garden can be used for off lead play but I ask that owners don't leave them out there unsupervised.
- The pet owner must bring the dog's bed or basket for sleeping in.
- Dogs MUST NOT be left alone in the property or elsewhere at any time. The host can provide dog sitting or boarding suggestions subject to a fee if needed. Dogs can be left in the room during breakfast.

- Dogs MUST NOT lie on beds or furnishings, and hair must be well cleaned up before departing.
- Dog owners must ensure that their dogs are free from parasites and fleas before they occupy the property. Failure to do so will incur subsequent charges.
- Please remember that not all of our guests are dog owners.

In case you have forgotten to bring dog towels, a dog towel, dishes, poo bags can be supplied.

We accept dogs over 6 months old, house trained and at a fee of £10 per dog, per booking. Service dogs stay at no extra charge. We reserve the right to charge for any damage or extra cleaning caused by a guest's dogs to the property.

Events

No Events or Parties are allowed at the property. Any guests wishing to invite a person back to the house must let the host know prior to arranging.

Parking

Where on-site or off- site parking is provided/ suggested guests accept that they park their vehicles at their own risk.

Security

If guests are the last back to the house at night, its important that the bottom lock of the front door is locked. Also if guests are the last out of the house – the bottom lock should be locked. Please also check the patio doors to ensure these are locked too.

Quiet hours

We ask that guests respect quiet time in the house after 11pm and before 8am.

COVID -19

Please refer to documents under the Covid Tab on the website or [here](#) for details on rules around Covid.

Your Personal Details & Privacy

If guests are booking direct, we are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation).

Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third party website, including the privacy of those details are explained and set out in our Privacy Policy which you can read below.

You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

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The Hidden House Privacy Terms

1. Introduction

1.1 We are committed to safeguarding the privacy of our website visitors; in this policy we explain how we will treat your personal information.

1.2 We will ask you to consent to our use of cookies in accordance with the terms of this policy when you first visit our website. By using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

2. What personal data we collect and why we collect it

2.1 We may collect, store and use the following kinds of personal information: (a) when you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. (b) as you browse the site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the site, and information about how you interact with the site. (c) Information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters (including your name and email address). (d) When you make a purchase or attempt to make a purchase through the site, we collect certain information from you, including your name, email address, phone number, billing address and delivery address to fulfil the order. We do not collect or store any payment information, as our sales are all conducted externally and safely through PayPal or via Direct Debit. (d) Any other personal information that you choose to send to us.

2.2 Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

3. Using your personal data

3.1 Personal information submitted to us through our website will be used for the purposes specified in this policy or on the relevant pages of the website.

3.2 We may use your personal information to:(a) administer our website and business.(b) personalise our website for you. (c) enable your use of the services available on our website. (d) We use the order Information that we collect to fulfil any orders placed through the site.

(e) Send you email notifications that you have specifically requested. (f) send you our email newsletter, if you have requested it (you can inform us at any time if you no longer require the newsletter). (g) We use the device information that we collect to help us screen for potential risk and fraud, and more generally to improve and optimise our site. (h) Information about the individual web pages or products that you view, what websites or search terms referred you

to the site, and information about how you interact with the site are used for analytics and improvements of our service.

3.3 We will not, without your express consent, supply your personal information to any third party for the purpose of their or any other third party's direct marketing.

3.4 When you place an order through the site, we will maintain your order information for our records unless and until you ask us to delete this information.

4. Who we share your data with

4.1 We use Google Analytics to help us understand how our customers use absolutecuisine.co.uk [How Google uses your Personal Information](#).

5. Your rights

5.1 In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt out of the use of your personal information for marketing purposes.

5.2 If you are a European resident, you have the right to access the personal information we hold about you and to ask that your personal information is corrected, updated, or deleted. If you would like to exercise this right, please contact us.

5.3 Additionally, if you are a European resident we note that we are processing your information in order to fulfil contracts we might have with you, or otherwise to pursue our legitimate business interests listed above.

6. Third party websites

6.1 Our website may include hyperlinks to, and details of, third party websites.

6.2 We have no control over, and are not responsible for, the privacy policies and practices of third parties.

7. Cookies

7.1 Our website uses cookies.

7.2 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

7.3 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

7.4 Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

7.5 Most browsers allow you to refuse to accept cookies.

7.6 Blocking all cookies will have a negative impact upon the usability of many websites.

8. Amendments

8.1 We may update this policy from time to time by publishing a new version on our website.

8.2 This policy was published on 26th May 2021.

9. Our details

9.1 This website is owned and operated by The Maverick Lodger Homestay.

9.2 Our address is 153A Bisley Road, Stroud GL5 1HS

9.3 You can contact us by writing to the address given above, by email to www.themavericklodger.co.uk or via telephone at +44 (0)7976 748073