



Terms & Conditions

Please read these terms carefully before confirming your booking with New Forest Stays.

Summary: A non-refundable booking fee of £25 + VAT is payable at the time of booking. A 25% deposit is required to secure your stay, with the remaining balance due 30 days before arrival.

1. Booking & Payment

A non-refundable booking fee of £25 + VAT is required at the time of booking.

- A 25% deposit of the total booking value must be paid at the time of booking via card through our website
- The remaining balance is due no later than 30 days prior to arrival
- For bookings made within 30 days of arrival: Full payment is required at the time of booking

2. Cancellation Policy

If a booking is cancelled:

- More than 30 days before arrival – the 25% deposit may be refundable at our discretion
- Less than 30 days before arrival – the 25% deposit is non-refundable
- The £25 + VAT booking fee is strictly non-refundable in all cases
- We strongly recommend that guests take out suitable travel insurance

3. Changes to Bookings

All amendment requests must be made in writing and are subject to availability.

We reserve the right to charge an administration fee and/or adjust pricing where applicable.

4. Pet Policy

A £25 pet fee per stay applies for guests bringing a dog.

- Pets must be declared at the time of booking
- We reserve the right to refuse pets if not agreed in advance
- Guests are responsible for any damage or additional cleaning required due to pets

5. Guest Responsibilities

Guests agree to:

- Keep the property clean and in good condition
- Report any damages immediately
- Respect neighbours and avoid excessive noise
- Comply with all house rules provided prior to arrival

6. Occupancy

Only the number of guests stated in the booking confirmation may stay at the property.

We reserve the right to refuse entry or terminate the booking if this condition is breached.

7. Check-in & Check-out

- Check-in and check-out times will be provided prior to arrival
- Late check-out may incur additional charges

8. No-Show Policy

Failure to arrive without prior notice will be treated as a cancellation and no refund will be issued.

9. Liability

We shall not be liable for:

- Loss, damage, or injury to guests or their belongings
- Events beyond our control (including weather, travel disruption, or utility failure)
- Guests use the property at their own risk

10. Damage & Additional Charges

Although no security deposit is taken:

- We reserve the right to charge guests for any damage, loss, or excessive cleaning required
- Charges will be taken from the payment method used at booking where necessary

11. Right to Refuse or Cancel

We reserve the right to refuse or cancel a booking at our discretion, including in cases of:

- Suspected fraudulent activity
- Breach of these Terms & Conditions

12. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

13. Contact Details

Email: accounts@ttletsclean.co.uk

Phone: 01590 631730

Website: www.newforeststays.co.uk

14. Agreement

By making a booking with New Forest Stays, you confirm that you have read, understood, and agree to these Terms & Conditions.