

## **Devon Yurt - Terms and conditions**

### **Booking**

To secure your booking at Devon Yurt a non-refundable deposit of 30% of your stay is payable. We will hold a reservation for 24 hours if you wish to make a deposit payment by cheque or bank transfer, after this time if the deposit has not been paid, we maintain the right to sell your holiday without further notice. We cannot guarantee reservation of your selected dates until we have received your payment.

The remainder of your holiday payment is due eight weeks prior to your holiday start date. We will send a reminder to you by e-mail or telephone. If you have paid your deposit with us via our online booking system, then we will automatically take the holiday balance eight weeks prior to your arrival date using the same payment card. If you wish to use an alternative payment, please contact us prior to this date so that we can arrange this. Bookings must be paid for in full, eight weeks prior to your arrival here at Devon Yurt, if payment is not made by this deadline, we reserve the right to sell the holiday as your reservation will no longer be confirmed.

You are welcome to pay by cheque or bank transfer should you wish.

Upon receipt of the deposit (or full payment) we will send you confirmation and information to help you with planning your stay here at Devon Yurt, until that confirmation letter is received from us we do not guarantee your booking.

Bookings can only be made by persons 18 years and over.

### **Cancellation**

We understand that even the best-laid plans sometimes have to change. If a holiday is cancelled greater than eight weeks prior to your arrival date here at Devon Yurt, then your deposit is forfeited. If your holiday is cancelled less than eight weeks prior to your arrival, then we will endeavour to re-let your holiday. Should we be successful in re-letting your holiday then we will return any monies - less the deposit and a £50 admin fee. Should we not be able to re-let your holiday accommodation within eight weeks of your arrival the total amount of your holiday payment will be forfeited. We therefore strongly recommend that you take out holiday insurance cover at the time of making your booking.

Should for some unforeseen reason Devon Yurt need to cancel your holiday with us, we will refund all monies paid within 14 days of notifying you of the holiday cancellation.

For group bookings ie. those taking the whole site - a £100 cleaning deposit per holiday unit will be chargeable, this will be refunded in full following your stay provided no extra cleaning or damage needs to be paid for.