

The Burrow Escape – Terms and Conditions

1. Booking and Payment:

- All bookings must be paid in full at the time of booking.
- Cancellations made at least 21 days before the arrival date are eligible for a full refund.
 - * 100% refund up to 21 days before arrival.
 - * 50% refund if you cancel between 21 – 7 days before arrival.
 - * No refund if you cancel less than 7 days before arrival.
- Date changes are subject to availability and must be requested at least 21 days before the original arrival date.

2. Changes to Your Booking:

- Changes to your booking, including date changes, are subject to availability.
- Any changes must be requested at least 21 days before the original arrival date.

3. Check-In and Check-Out:

- Check-in time is 3:00 PM.
- Early check-in at 2:00 PM is available for an additional fee of £15, subject to availability.
- Check-out time is 11:00 AM.

4. Refunds and Compensation:

- We do not offer refunds for issues that arise during your stay unless those issues were reported at the time.
- We will make every effort to promptly address and rectify any issues raised during your stay.
- We are not liable for issues beyond our control, such as weather conditions or external disruptions.

5. Property Care and Conduct:

- Guests are expected to treat accommodations with care and respect.
- Damages to the property or its contents will be charged to the responsible guest.
- You agree to comply with the regulations set out in the guest guide and any other regulations reasonably made from time to time and ensure that they are observed by all members of your party.
- You agree to keep and leave the property and the furnishings, kitchen equipment, crockery, glasses, bedding, and towels clean and in good condition.
- You agree not to cause any damage to the walls, doors, or windows of the Property nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of neighbouring properties.
- You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property, except where the damage or loss is caused by our negligence.
- You agree to ensure that each member of your party is covered by comprehensive travel insurance (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage).
- You cannot allow more people to stay in the accommodation than expressly authorised, nor can you significantly change the makeup of the party during your stay in the Property. If you do so, we can refuse to hand over the Property to you or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you.
- You agree to allow us or any representative of ours access at any reasonable time during your stay for the purpose of essential repairs.

7. Smoking:

- Smoking is strictly prohibited inside all accommodations.

8. Privacy and Data:

- Personal information collected during the booking process will be used solely for reservation and communication purposes.

- By booking with The Burrow Escape, you agree to these terms and conditions.
- We reserve the right to update or modify these terms and conditions at any time.

9. Address:

- The Burrow Escape, 1a Silver Street, Branston LN4 1LR

10. Proprietor's Right to Alter or Cancel:

- The proprietors reserve the right to alter or cancel booking arrangements in unforeseen circumstances.
- In such cases, full refunds will be provided, and our liability does not extend beyond this refund.

11. Price Changes:

- Prices may change without notice and are confirmed at the time of booking.

12. Cancellation Policy:

- Late cancellations and no-shows are non-refundable.
- We recommend securing holiday insurance at the time of booking to cover unforeseen cancellations.

14. COVID-19 Policy:

- In cases affected by lockdowns, we advise that you take out travel insurance to cover these cancellations.

Please address all inquiries and correspondence to: The Burrow Escape, 1a Silver Street, Branston, Lincoln, LN4 1LR

Note: These terms and conditions are subject to change, and the latest version will be provided at the time of booking.