

HERONS LAKE RETREAT - BOOKING TERMS & CONDITIONS

In these booking conditions, 'you' and 'your' means all people named on the booking form (including anyone who is added or replaced at a later date). 'We', 'us' and 'our' means Herons Lake Retreat Ltd of Caerwys Hill, Flintshire, North Wales, CH7 5AD.

Before booking with us, please carefully read these booking terms & conditions. When you book an accommodation with us or arrange any other services through us, you are entering directly into a contract with Herons Lake Retreat.

All properties on our website or advertised through other booking platforms are offered by us for the sole purpose of holiday lettings, unless expressly agreed otherwise in writing by Herons Lake Retreat. Accordingly, you agree that your booking is for the sole purpose of holiday accommodation and accept that you are not offered any rights to the property other than the right to occupy the property as holiday accommodation for the period of your booking. No booking of any kind is an 'Assured Shorthold Tenancy' or protected under the Protection from Eviction Act 1977, or any similar legislation that applies in Scotland and Northern Ireland.

1. Making your booking

All bookings depend on the accommodation being available. You, as the person in charge of the party ("the party leader"), must be at least 18 years old at the time of booking. All other members of the party must authorise you to make the booking on the basis of these booking conditions. By making the booking, you confirm that you are authorised to make the booking and that all other members of the party agree that the booking will be governed by these booking conditions. You, as the party leader, are responsible for making all payments due to us ("Herons Lake Retreat").

As long as the accommodation is available, and we have received all the relevant payments from you, we will send you a booking confirmation as soon as reasonably possible. This confirmation will show your booking details, the amount you have paid and the amount you still owe for the booking. For all bookings secured via payment of a deposit or payment in full, your binding contract with Herons Lake Retreat will begin when we issue you with your booking confirmation.

Please do not make any other travel arrangements until we have issued you with your booking confirmation. We will give you your booking confirmation either by txt or by email. If you book with us online, we will acknowledge that we have received your booking and then send you confirmation by email. If you book by phone, we will send your confirmation to you by txt unless you tell us at the time of booking that you would prefer it to be provided by email. It is your responsibility to check your emails regularly and to let us know about any change to your email address.

We have the right to refuse any booking before we send you your written confirmation. If we do this, we will tell you in writing and promptly refund any money you have paid to us. In this case, we will have no legal responsibility to you.

As soon as you receive your confirmation, you must check the details carefully (especially the dates). If anything is not correct, you should tell us immediately. Please ensure that names are exactly as stated in the relevant passport. If you book through a third party booking platform, we will send your booking confirmation and all other information via that platform.

Where we provide a provisional quote via telephone, txt, Facebook messenger or email, the accommodation will NOT be reserved and will still be available for general sale until a deposit has been paid, unless we have given an agreed time period to confirm the booking.

Even if we have sent a booking confirmation, we have the right to cancel a booking where there are reasonable grounds to believe that (i) *it is not legitimate* (ii) *you are likely to breach any of our booking conditions* (iii) *information supplied by you in relation to your booking is incorrect* (iv) *you have behaved in a vexatious, abusive or unlawful manner to owners, suppliers or to our staff*. If we cancel your booking, we will tell you in writing and neither we nor a third party booking agent will have any legal responsibility to you.

2. Payment

a) Amount

When you book with Herons Lake Retreat direct, you must pay either in full or an agreed deposit amount, plus any applicable insurance fees. The remaining balance will be due as specified by our bookings team at the time of booking.

If you do not pay your deposit or fail to pay the remaining balance due in relation to your booking by the appropriate time or date we arrange, we are entitled to assume that you want to cancel your booking. In this case, your booking will be cancelled immediately and the provisions of *section A, clause 6b* will apply, as applicable.

b) Method

We only accept payment in pounds sterling. Payment can be made either via card (debit or credit card) through our online payment portal, or via (online) bank transfer. There is a 1.4% surcharge for debit or credit card payments through our online payment portal (all major cards accepted). There will be no surcharge applied to payments made via (online) bank transfer.

3. Pricing

We keep the prices under constant review and the prices of unsold accommodations may be increased or reduced at any time. We may also correct mistakes in the pricing of unsold accommodations at any time. We will confirm the price of your booking when you make it. As changes and mistakes can happen, you must check the price and all other details of your chosen accommodation at the time of booking.

All prices quoted or otherwise given to you include all charges and any taxes or government charges which may apply to your booking at the time it is made.

All prices are for the accommodation as a whole and are not on a per person basis, except when an extra person charge applies (please contact us for more details).

The most recent prices displayed on our website & marketing platforms supersede all those previously published. Prices may be updated, changed or varied subsequently. Please see our website for the latest details.

4. Offers with a low deposit

Occasionally we make offers giving you the chance to book accommodation with either no deposit, or a deposit which is lower than usual. We will give you details of any extra terms that may apply to the offer before, or when, you make your booking. You should take note of these extra terms with these booking conditions as both apply to your booking. If you book an accommodation with either no deposit or one which is lower than usual, you also agree to pay the difference between the amount paid and the usual deposit (see table below), plus any insurance fee, either at the time the balance of your booking is due or, if you cancel, at the time you cancel the booking. If you cancel, you must also pay all other cancellation charges which may apply. Please see section 6 for details on cancellations. You will still have to pay any insurance premiums at the time of booking if this is something you have chosen.

We can decide to extend or withdraw any offer at any time, should we wish to do so.

| Accommodation Cost | Usual Deposit Payment - booking made after 1st January 2018 |
|--------------------|---|
| £0 to £200 | £70 |
| £201 to £350 | £100 |
| £351 to £500 | £150 |
| £501 to £750 | £200 |
| £751 to £1000 | £250 |
| £1001 to £1500 | £300 |
| £1501 to £2000 | £350 |
| £2001 and above | £400 |

*For some bookings we may require a higher deposit amount. The exact deposit amount will be notified to you at the time of booking.

5. Website & Social Media details

We aim to make sure that the information provided is presented accurately on our website, on our social media platforms and on any other promotional literature or material we produce and provide. It is intended to present a general idea of the accommodation & services we provide. Not all details of the relevant facilities can be included on our website. Furthermore, there may be slight differences between the actual accommodation and its description. This is usually because we (Herons Lake Retreat) are always aiming to improve services and facilities. Occasionally, problems mean that some facilities or services are not available or may be restricted. If this happens, we will tell you as soon as reasonably practical after we become aware of the situation. We cannot accept responsibility for any changes or closures to local services, restaurants or attractions mentioned on our website, by our customer service advisers or as advertised elsewhere. We make reasonable efforts to make sure that information we give you about your accommodation and its facilities or services is accurate and complete on the date given. We cannot accept responsibility for any inaccurate, incomplete or misleading information published by others regarding any accommodation/arrangements or its facilities and services.

Where Wi-Fi is an advertised facility, please note that its provision is subject to availability and network conditions. It may not be available 24 hours a day and is provided for pleasure not for business purposes. Bookings are not accepted if they are wholly reliant on the uninterrupted, unlimited provision of Wi-Fi.

6. If you change or cancel your booking

a) Changes

If you want to change any detail of your confirmed booking, we will do our best to make those changes. However, we must receive your notice in writing by txt or email. We may also agree to accept notice by telephone. We cannot guarantee that we will be able to meet your request. Changes can only be accepted in accordance with the terms and conditions. An administration charge of £30 will apply for each change made to your booking. Depending on the nature of the changes,

we may treat changes to your dates as a cancellation of the original booking and so the cancellation charges as outlined in *section A, clause 6c* will apply. Requests to change dates made less than 2 weeks before the arrival date will be treated as a cancellation. However, in exceptional circumstances, we may offer to transfer your booking to another date or hold your booking fee as a credit note for a future date, provided we can re-sell your accommodation and recoup the full amount. In this instance, a £50 administration charge would apply.

b) Cancellations by guests WITH cancellation insurance

If you need to cancel your booking after it has been confirmed, you must phone us on the number shown on your booking confirmation as soon as possible. Depending on whether you have taken out cancellation insurance with us and depending on your reason for cancellation, you may receive a full or partial refund of the money you have paid to us for your booking.

The cancellation insurance conditions for getting a refund referred to above only apply if the cancellation applies to all members of your party. All prices are for the whole accommodation and not on a per person basis.

Under your cancellation insurance contract with Herons Lake retreat, to qualify for a refund you must have one of the following reasons and you may be asked to send evidence:

- Illness or pregnancy (we will need to see medical evidence that you or a member of the party is unfit to travel). We will not cover pregnancy if the relevant person was pregnant before the booking was made. And we will not make a refund if the woman is due to give birth within 14 weeks of the arrival date home.
- Death.
- Redundancy (as long as the employment has been a continuous with the same employer for at least two years).
- Jury or witness service (in a court of law).
- Illness or death of a close relative (a close relative is defined as a husband, wife, civil partner, son or daughter, son or daughter-in-law, parent, mother-in-law or father-in-law, grandparent, sister or brother or fiancé or fiancée).
- Your home is damaged and cannot be lived in because of fire, storm, flood, subsidence or malicious damage.
- The police have asked you to stay at home, following a burglary at your home or place of business, during the period of your holiday.
- You are in HM Forces and are posted unexpectedly or have leave cancelled if you are in the police (unless you can recover the cost of the lost booking from another source) or
- You are placed in quarantine.

Please note that any of the above reasons must have arisen after you made your booking and must not have been within your knowledge at the time of your booking. This particularly applies to pre-existing illness.

We may ask you to fill in a booking cancellation form which may need signing by a medical practitioner or employer. In this case we may also need you to give us more information/evidence from other people (we will tell you at the time). Any further supporting evidence that we may need must be sent to us at your own expense within 3 months of the date of cancellation.

For guests who have purchased cancellation insurance, any cancellations made less than 1 week before, will still incur the following administration charge;

| Length of Stay | Administration Charge |
|----------------|-----------------------|
| 1 Night | £20 |
| 2-3 Nights | £40 |
| 4-7 Nights | £50-£80 |
| 8+ Nights | £100+ |

If you would like to protect your booking via our 'Cancellation Insurance' which enables you to cancel your booking up to 24 hours before arrival.

| Accommodation Cost | Cancellation Insurance |
|--------------------|------------------------|
| Up to £150 | £9.99 |
| £151 to £200 | £14.99 |
| £201 to £250 | £19.99 |
| £251 to £300 | £24.99 |
| £301 to £350 | £29.99 |
| £351 to £400 | £34.99 |

| | |
|---------------|--------|
| £401 to £450 | £39.99 |
| £451 to £600 | £44.99 |
| £601 to £650 | £49.99 |
| £651 to £700 | £59.99 |
| £701 to £900 | £69.99 |
| £901 to £1200 | £74.99 |
| Over £1200 | £79.99 |

If you cannot reach Herons Lake Retreat due to snow, flood or other extreme weather conditions (This only applies if you have made every effort to try and complete your journey. You will need to produce evidence to us from the police or Highways Agency). In these circumstances, we may offer to transfer your booking to another date or hold your booking fee as a credit note for a future date.

The following reasons for cancellation do not qualify for a refund as set out above:

- Suicide or attempted suicide;
- deliberate self-injury;
- the effect of alcohol or drugs;
- or any other reason which is not specifically referred to above.

If the reason for cancellation does not fall within one of those given above, for example, you do not want to travel, your leave is cancelled by your employer (other than HM Forces or the police) and so on, you will have to pay a cancellation charge based on the number of days before the arrival date at the accommodation that we receive notice, as shown in the following table. This means that if you have paid the balance of your total holiday cost and then need to cancel, you may receive a refund of part of the cost. However, if you have not paid your total booking cost, including any booking fee and the premiums for any insurance (if you have bought this) by the time of your cancellation, you may have to make a further payment to cover the cancellation charge.

c) Cancellations by guests WITHOUT cancellation insurance

For the purpose of the table below, *total cost* means the total cost of the accommodation booking, including any extra items. If you have already paid for other insurance premiums, credit-card charges and/or administration fees, we will not refund these if you cancel.

For guests who are not protected by cancellation insurance, the following cancellation charges will apply;

| Number of days before the start date of your trip that we receive your notice to cancel (or on which you are deemed to have cancelled) | Cancellation charge (plus all booking fees, any insurance premiums or administration fees you owe) |
|--|--|
| More than 70 days | 20% of the total cost (or any deposit paid if greater than 20%) |
| 43 to 70 days | 50% of the total cost |
| 29 to 42 days | 75% of total cost |
| 8 to 28 days | 90% of total cost |
| 7 days or less | 100% of Total cost |

Once we have established if you are due a refund of any monies, we will notify you of our decision via email. If we have found that you are owed a monetary refund, we will then request details of your preferred bank account. Your refund will then be processed by our accountants. You will be paid in £ sterling within 30 days of receipt of valid documentary evidence (including medical and death certificates where necessary). Please allow 3-7 working days from the date of issue, for the refund to show in your account.

d) Cutting short your stay (UK only)

No refund can be given if you have to cut short your stay with Herons Lake Retreat. Only if i) *You have taken out 'cancellation insurance' with Herons Lake Retreat* & ii) *If we are able to re-book your accommodation for the remaining length of your stay*, will we then refund any appropriate percentage according to what has been recouped and according to whether the reasons for cutting short your stay adhere to *section A, clause 6b* above. This only applies if everyone from your party leaves the accommodation. If your stay is cut short for medical reasons affecting any person in your party, you will need to produce a certificate from a local doctor, confirming that they needed to return home.

7. Cancellations or changes by the owner or service providers

Hérons Lake Retreat do not expect to have to make any changes to your booking. However, sometimes unexpected circumstances arise, and bookings must be changed or cancelled or mistakes in content or other details corrected. Herons Lake Retreat have the right to do so. If we do, we will contact you (by phone if reasonably possible in the case of a significant change or cancellation – we will let you know about minor changes by email or txt) as soon as is reasonably practical. We will explain what has happened and let you know about the cancellation or change. However, we will have no further liability to you.

8. Events beyond our control

Unless we say otherwise in these booking conditions, unfortunately we will not be legally responsible for any compensation if we are prevented from carrying out our responsibilities under this contract as a result of events beyond our control. This means an event we could not, even with all due care, avoid, including:

- strike, lock-out or labour dispute;
- natural disaster;
- acts of terrorism, war, riot or civil commotion;
- malicious damage;
- keeping to any law or governmental order, rule, regulation or direction, including advice from the foreign office to avoid or leave a country;
- accident;
- breakdown of equipment or machinery;
- insolvency or bankruptcy of an owner or service provider;
- fire, flood, snow or storm;
- difficulty or increased cost in getting workers, goods or transport; and
- other circumstances affecting the supply of goods or services.

9. Our legal responsibilities to you

Any problems or faults found with your accommodation must be reported immediately to the assigned 'Duty Manager'. Unfortunately, if you do not make us aware at the time you have noticed the 'fault' & do not give us reasonable opportunity to resolve the fault, we cannot accept any legal responsibility if you do not let us know. If we are found to be at fault in relation to any service we provide and are unable to resolve the fault within a reasonable time limit, we will then assess each case on an individual basis to provide an appropriate resolution. We do not exclude or limit what we will be legally responsible for if death or personal injury is caused as a result of our negligence or that of our employees whilst acting in their course of their employment, or for any criminal act we may commit.

We cannot be held responsible for noise or disturbance which comes from beyond the boundaries of the accommodation or which is beyond our control. If you make us aware about a noise problem at Herons Lake Retreat during your stay, we will ensure the noisy party are re-informed of our noise policy and a verbal warning will be issued. In this situation the privacy of the informant will be upheld, and our staff will act with complete discretion.

We cannot be held responsible for the breakdown of mechanical equipment such as pumps, boilers, hot tub filtration systems, nor for the failure of public utilities such as water, gas and electricity.

10. Booking agents' terms and conditions

A third party booking agent who processes your booking are totally independent of us and only act as agents. These booking agents provide services in line with their own terms and conditions. Some of these terms and conditions may limit or exclude their liability to you, usually in line with international conventions. Their terms and conditions are available from the suppliers if you ask. When booking one of our accommodations through a third party booking agent, your legal contact will still be between Herons Lake Retreat & yourself, and thus our terms & conditions will still apply.

11. Damage

You are responsible for and agree to reimburse Herons Lake Retreat all costs incurred by Herons Lake Retreat as a result of any breakage or damage in or to the accommodation which is caused by you or any members of your party or any other persons invited into the accommodation by you. We can ask for an extra payment from you to cover any such costs.

We expect the accommodation to be left in a reasonable state on departure. If in the Duty Managers' opinion, additional cleaning is required, you will be liable to Herons Lake Retreat for the cost of this cleaning.

If you discover that anything is missing or damaged on arrival, please notify the Duty Manager immediately.

Insurance - We recommend that you take out 'Damage Insurance' to cover you for your stay and to give you and your booking party or any other persons invited into the accommodation by you full peace of mind.

You are responsible for covering the cost if we suffer any losses or expenses arising out of your failure to take out proper insurance cover. We strongly advise you to take out insurance which will cover any damage which may happen to the accommodation, contents of the accommodation or site facilities which belongs to Herons Lake Retreat and through unintentional accident caused by you or any members of your party or any other persons invited into the accommodation by you.

Damage insurance must be paid for in full on or before arrival via the payment methods sited in *section 2, clause b*. The table below highlights the different cover options:

| Damage Costs | Damage Insurance Cover Fee |
|--------------|----------------------------|
| Up to £50 | £5 |
| £51-£100 | £10 |
| £101-£300 | £25 |
| £301-£500 | £45 |
| £501+ | £65 |

Please note – ‘Damage Insurance’ does not cover wilful negligence towards any contents, accommodation or facility belonging to Herons Lake Retreat. Neither will it cover disregard toward our hot tub policy as outlined in your hot tub contract, which is disclosed and signed for on arrival. Abusing or ignoring our site policies, resulting in damage will still incur an additional charge to cover the cost of loss, regardless of taking out damage insurance.

12. Disabilities and medical problems

If you or any member of your party has any medical problem or disability that may affect your booking, please tell us before you confirm your booking and give us full details in writing as early as possible before you travel. If we (Herons Lake retreat) feel unable to properly meet that person’s particular needs, we can refuse or cancel the reservation. Please seek professional medical advice before using our hot tubs.

13. Your accommodation conditions

We (Herons Lake Retreat) have set the following conditions for your stay at the accommodation:

Arrival and departure - You can arrive at your accommodation at any time after 3.30pm (unless we tell you otherwise, for example on your confirmation or an early check-in at 1.30pm is arranged) on the start date of your rental period. You must leave by 10am on the last day (unless we tell you otherwise or arrange a late check-out at 12.30pm). If your arrival will be delayed beyond 9pm on the start date of your rental period – a late arrival fee of £15 will apply. You must inform the person whose contact details are given in the booking confirmation. If you fail to do so, you may not be able to get into the accommodation. If you fail to arrive by 10am on the day after the start date of your rental period and you do not let the person whose details you are given on the booking confirmation know you are arriving late, we will treat your booking as having been cancelled by you. In this situation, we will not refund any money you have paid.

a) Security deposits – some group bookings may be required to pay a security deposit. If this applies to your chosen accommodation or group, the amount and details of how the payment should be made and how and when it will be returned (less any costs for breakages, damages etc. if applicable) will be provided at the time of booking.

b) Behaviour - You and all members of your party agree:

- to keep the accommodation clean and tidy;
- to leave the accommodation in a similar condition as you found it when you arrived;
- to behave in a way which does not break any law, at all times while at the accommodation;
- not to use the accommodation for any illegal or commercial purpose;
- not to sublet the accommodation or any part thereof or otherwise allow anyone to stay in it who we have not previously accepted on behalf of the owner as a member of your party;
- Not to behave in anti-social manner, breach the peace or otherwise act in a way which may disrupt or affect the enjoyment of others;
- to respect the privacy of other guests;
- to respect our no loud noise policy after 9.30pm.

c) Maximum occupancy - You also must not allow more people than the booking confirmation states to stay overnight in the accommodation. You cannot arrange for visitors to the accommodation without the advance consent of Herons Lake Retreat. You cannot change the number of adults or children during your stay. (For example, if you book for two adults and two children, you cannot arrive with four adults and no children, without the consent of Herons Lake Retreat) You must not hold events (such as parties, celebrations or meetings) at the accommodation without the advance consent of the owner. If you do any of these things, the owner can refuse to hand over the accommodation to you or can repossess it. If the owner does this, we will treat this as you are cancelling the booking. In these situations, you will not receive a refund of any money you have paid for your booking. And we will not be legally responsible to you because of this situation. (This will include, for example, any costs or expenses you must pay due to not being able to stay in the

accommodation, such as the cost of finding other accommodation.) We are not under any obligation to find alternative accommodation for you.

d) Pets - Pets are not allowed unless we say so at the time of booking or via the website. If you take a pet with you, it is not allowed on beds or furniture, or in the hot tub. You must not leave any pets unattended in the accommodation, including any garden, and you must keep dogs on a lead within the boundaries of your accommodation (including the entire Herons Lake Retreat site). If you or any member of the party has a pet allergy, we cannot guarantee that dogs, or other pets, have not stayed in your chosen accommodation, even if Herons Lake Retreat does not allow pets, nor can we accept any responsibility for any subsequent health reaction. It is your responsibility to make specific enquiries before booking as some Herons Lake Retreat owners or staff may take their own pets to a accommodation. For further information on taking pets on holiday please get in touch with us. The charge for taking a pet, will be made clear at the time of booking.

e) No smoking

All properties are no smoking (including E-cigarettes). Smoking areas are limited to your outdoor private area of your accommodation (not including your private hot tub). Guests who have been smoking either inside our accommodation or inside our hot tubs will incur a penalty fee. This fee will be proportional to the extra cleaning/maintenance/damage costs we have incurred.

14. Right of Entry

Herons Lake Retreat staff will be allowed to enter the accommodation (without letting you know first if this is not practical or possible) if exceptional circumstances or emergencies happen (for example if repairs need to be carried out) or if you break any of these booking conditions, or any other terms that apply to your booking and/or the accommodation. Herons Lake Retreat or its staff representative is also allowed to enter the accommodation to inspect it (including but not limited to where you have complained about the accommodation). If this happens, you will be given reasonable notice first.

You agree to allow the owner or their representative (including workmen) access to the accommodation as required by this clause.

15. Unreasonable behaviour

Herons Lake Retreat can refuse to hand over their accommodation if the unreasonable behaviour of anyone in your party is likely to cause offence to other guests, to members of staff or to neighbours, or if the owner has reasonable cause to believe you or any member of your party will cause damage or loss to the accommodation, its services or facilities. If this happens, the contract between you and the owner will end and you will not receive any refund and Herons Lake Retreat will have no further responsibility to you.

Herons Lake Retreat can end a stay after the keys have been handed over, if the unreasonable behaviour of anyone in your party (including anyone invited into the accommodation by you) is likely to spoil the enjoyment, comfort or health of other guests, residents, neighbours or members of staff or where you or any member of your party (or anyone invited into the accommodation by you) has broken or is likely to break any of these booking conditions, or any other terms and conditions applicable to the accommodation which you have been told about. If this happens, you will have to leave the accommodation immediately and no refund will be given. You may also be responsible for any costs the owner has because of your behaviour as set out in clause 13.

16. Special requests

If you have any special requests, you must let us know at the time of booking and if booking online - confirm them via email or by telephone. Although we will try to accommodate any reasonable requests, we cannot guarantee that any request will be met. Confirmation that we have noted a special request or of the fact it is mentioned on your booking confirmation or any other document, is not absolute confirmation that the request will be met. If we fail to meet any special request, it will not mean we have broken your contract.

17. Gift Vouchers

Gift vouchers can be used when making a direct booking and redeemed against accommodation & additional extras. Gift vouchers cannot be redeemed against accommodation advertised on another booking platform e.g. *Hoseasons*. Gift vouchers can be purchased in denominations of £50, £100 & £200 (Minimum order £50). Unfortunately, you cannot redeem nor can you purchase gift vouchers using our website, to order please call 07951 446637. Gift vouchers are sent to the recipient via email. Gift vouchers must be paid for in full at the time of booking via payment methods sited in *section A, clause 2b*.

When redeeming your gift voucher on 07951 446637, please quote the unique voucher code located in the middle of your voucher.

Gift Voucher Terms & Conditions:

- I. You will have 12 months from the date of purchase (as stated on your voucher) to redeem.
- II. Gift vouchers can only be redeemed when booking direct through Herons Lake Retreat, vouchers cannot be used when booking through *Hoseasons*.
- III. If there is any excess monetary value to your voucher, it may be redeemed in one or more of the following ways:
 - Early check-ins, Late check-outs

- BBQ hire
- DVD hire
- Special anniversary/birthday packages

*Please note no cash refund can be issued under any circumstances.

IV. All bookings are subject to availability. Please book well in advance to avoid any disappointment.

18. Complaints

We first ask that you give us every opportunity to resolve your issue before escalating to a complaint. If we have failed in resolving an issue and you still feel the need to submit a complaint, we will want to act to sort your complaint out as soon as possible. It is essential that you inform us if any problem arises so that it can be sorted out as quickly as possible. It is often extremely difficult (and sometimes impossible) to sort out difficulties properly unless we are made aware promptly. If you discuss the problem with the duty manager during your stay at the accommodation, it can usually be sorted out straightaway. For complaints which would only be temporary (for example, complaints on how the accommodation is prepared or the heating not working) cannot possibly be investigated unless registered during your stay. If you cannot contact the duty manager, or if you are not happy with their response, you should immediately phone the Customer Services Line on the number shown on your booking confirmation. If, after this, you feel that the problem has not been dealt with to your satisfaction, you must, within 28 days of returning from your stay, please submit any queries, detailed account of your complaint & photographic evidence via email to heronsmanagement@gmail.com. Please then allow 7 working days to fully investigate your complaint and provide a suitable resolution. We have designed this procedure to make sure we can sort out complaints as quickly as possible. Please help us to help you by following this procedure. If you fail to do so, this will affect your entitlement to claim compensation if this would be appropriate.

19. Governing law and jurisdiction

Any dispute, claim or other matter which may arise in relation to your booking will be governed by English law and you agree that any dispute will be dealt with exclusively by the courts of England and Wales.

20. Communicating with you

In processing your personal data – we are committed to act in full compliance with the GDPR including the data protection regime in the UK, together with the new Data Protection Act 2018 (DPA 2018). For more information see:

<https://ico.org.uk/>

21. Booking T&C's

The current booking terms & conditions displayed, supersede all those previously published. Booking terms & conditions may be updated, changed or varied subsequently. Please see our website for the latest details.