

Booking terms and conditions

1 In these terms "we"/"us" means Caldmore Taverns Limited (company number: 07859614) or Caldmore Homes Limited (company number: 05038548). You can find everything you need to know about us, our services and accommodation on our website before you book. You will be required to confirm your understanding of and agreement to these terms at the time you make your booking and they shall govern the contract made between you and us. Your booking is not secured until you have received a confirmation email from us.

2 Full payment is required with all bookings and this payment is non-refundable unless we cancel the booking. If you need to change your booking you should contact our [Customer Service team]. We cannot guarantee that we will be able to accommodate any change of date but we will do our very best to provide an alternative for you

3 If there is any problem with your accommodation, please contact the manager of the venue who will endeavour to resolve any issues. You can also contact our Customer Service team by [].

4 We accept no responsibility for any loss or damage suffered by guests as a result of any event outside our control. This does not affect any guest's statutory rights or any liability which cannot be excluded by law.

5 If at any time a guest's standard of behaviour falls below the standard to be reasonably expected by us that individual may be required to leave the accommodation and no refund will be provided. We and our staff will not under any circumstances tolerate abusive or threatening or insulting behaviour towards any member of staff or fellow guests. All breakages and losses will be charged for.

6 Vehicles are parked at the owner's risk. We take no responsibility for damage caused to any vehicle using the car park and no guarantee is given as to the security of guest's vehicles in the car park or any contents.

7 Every effort is made to maintain your confidentiality when securing an online payment. This includes the confidentiality of your card details and other personal information.

The information contained on our website and booking system is believed to be correct. However, we are unable to accept responsibility for any errors or omissions and reserve the right to change our prices without prior notice provided that such changes are notified to you before you book.

8 How we use any personal data you give us is set out in our Privacy Notice: [LINK TO PRIVACY NOTICE OR WEBSITE ADDRESS FOR PRIVACY NOTICE].

9 These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

Other important terms apply to our contract

10 We can transfer our contract with you, so that a different organisation is responsible for supplying your service. We'll tell you in writing if this happens and we'll ensure that the transfer won't affect your rights under the contract.

11 You can only transfer your contract with us to someone else if we agree to this.

12 Nobody else has any rights under this contract. This contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

13 If a court invalidates some of this contract, the rest of it will still apply. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.