

WALESBY HOUSE LINCOLNSHIRE – BOOKING TERMS AND CONDITIONS

Last updated: October 2025

1. THESE TERMS

These terms and conditions govern the holiday accommodation services (“Services”) provided by WH Lincolnshire. Please read them carefully before making your booking.

Who these terms apply to

“You” and “your” refer to the first named person on the booking (“Party Leader”), all individuals on whose behalf a booking is made, and any person added to or transferred into the booking (“the Party”).

Party Leader responsibilities

The Party Leader must be at least 18 years old and accepts these terms on behalf of the Party. They are responsible for ensuring compliance and payment.

2. INFORMATION ABOUT US AND HOW TO CONTACT US

WH Lincolnshire is a company registered in England (Company No. 12267675).

Registered Office: Owmbly Cliff Offices, Owmbly by Spital, Market Rasen, LN8 2AD.

Our online presence is maintained through www.theardencollection.com “our site”).

How to contact us. You can contact us by writing to us at hello@theardencollection.com or by filing out our “contact us” form on our site.

How we may contact you. If we have to contact you, we will do so by telephone or by writing to you at the email address you provided to us.

"Writing" includes emails. When we use the words "writing" or "written" in these terms, this includes emails.

3. BOOKING & PAYMENT

- Your contract is with WH Lincolnshire and is subject to these terms.
- Our acceptance of your booking will take place when we write to you to accept it (“**Booking Confirmation**”), at which point a contract will come into existence between you and us. By booking, you agree to these conditions.

- A non-refundable deposit of 25% (or one-third of the rental fee) is required at booking if made more than 8 weeks in advance.
- The full balance is due 8 weeks before arrival.
- Bookings made within 8 weeks of arrival require full payment upfront.
- Late or missing payments may result in cancellation without refund.
- A security deposit is payable on arrival and held for up to 15 days post-departure. Deductions may apply for damage or excessive cleaning.

4. CANCELLATION BY YOU

Notice Period Cancellation Fee

57+ days	Deposit only
29–56 days	50% of rental fee
1–28 days	100% of rental fee

5. CANCELLATION BY US

We may cancel your booking if:

- You fail to pay on time.
- You breach property rules or terms.
- We are unable to provide the Services due to unforeseen circumstances.

We will refund any payments made for Services not provided, subject to reasonable deductions.

6. PROPERTY DETAILS

- Address: Walesby House, Rasen Road, Walesby, Market Rasen, LN8 3UW
- Check-in: From 4pm | Check-out: By 10am
- Maximum occupancy: 10 guests (excluding babies in cots)
- Smoking (including e-cigarettes) is strictly prohibited indoors.
- Excessive noise is not permitted before 7am or after 10pm.

7. CARE OF PROPERTY

- Guests must maintain the property in good condition.
- Excess cleaning or damage may incur additional charges.
- Please report any accidental damage or breakages during your stay, this allows us to arrange repairs or replacements before the next guests arrive.

8. PETS

- Dogs are welcome in select properties for a fee.
- Guide dogs are accepted at no charge.
- Pets must be supervised, kept off furniture, on hard surfaces only and not left unattended.
- We cannot guarantee pet-free properties.
- Please note the garden is not enclosed.

9. RIGHT OF ENTRY

WH Lincolnshire may access the property at reasonable times for inspection or maintenance.

10. REFUSAL & TERMINATION

We reserve the right to:

- Refuse bookings from guests under 21 or certain group types.
- Terminate bookings due to misconduct or breach of terms.

11. COMPLAINTS

- Please report any issues during your stay to WH Lincolnshire.
- If something isn't right, please raise it during your stay so it can be resolved promptly.
- Complaints raised after departure cannot be considered for compensation.
- Failure to follow our complaints procedure may affect your rights.

12. GUEST SAFETY

- Upon arrival, please take a few moments to:
 - Familiarise yourself with the layout for emergency exits.
 - Locate fire extinguishers, fire blanket, and first aid box.
 - Read any safety notices or instructions provided.
- If your party includes elderly guests, young children, or anyone with mobility concerns, please check suitability before booking.
- Please note the garden is not enclosed.
- Walesby House is a period home with traditional features such as low beams, steep stairs, and uneven floors.
- If you have any concerns about safety—indoors or outdoors—contact WH Lincolnshire immediately.

13. LIABILITY

- We are not liable for indirect losses or events beyond our control.
- Liability is limited to three times the rental fee, except in cases of death, injury, or fraud.
- We are not liable for third-party suppliers or services arranged on your behalf.

14. FORCE MAJEURE

We are not liable for delays or cancellations due to events beyond our control (e.g. natural disasters, strikes, government restrictions).

15. DATA PROTECTION

- We comply with GDPR and process personal data only for booking administration.
- The Party Leader must obtain consent from all Party members before sharing their data.
- Full details are available in our privacy policy

16. GENERAL NOTES

Listing Accuracy

- WH Lincolnshire reviews its website “www.theardencollection.com” periodically and aims to ensure all property details are accurate.
- Circumstances may change (e.g. local amenities closing), so please confirm all details—including pricing—at the time of booking.

Location Considerations

Walesby House is a rural property, therefore, may be subject to:

- Animal or machinery noise.
- Unsurfaced access roads or tracks.
- Presence of insects or wildlife, which is typical and not a reflection of cleanliness.
- Preventative measures are taken, but complete eradication is not possible.
- Building Work: We cannot control nearby works, but will inform you of any known disruptions.

Special Requests: We'll do our best to accommodate requests, but they are not guaranteed unless confirmed in writing.

Booking Conditions

- Booking Conditions may be updated periodically.
- The latest version is always available on our Website and included in your booking contract.