

THE BRAMBLES RETREAT

85 Mill Road, Annalong, County Down, BT34 4RH

BOOKING, CANCELLATION & HOUSE RULES

hello@thebramblesretreat.co.uk | thebramblesretreat.co.uk

BOOKING & CANCELLATION POLICY

Thank you for choosing The Brambles Retreat. The terms below explain how payment for your stay works, and what happens if the balance isn't received on time, or if a booking is cancelled by either party. They form part of your booking agreement, so please read them carefully and get in touch if anything isn't clear.

1. DEPOSIT — SECURING YOUR BOOKING

- A booking deposit of 50% of the total stay cost is payable at the time of booking, to secure your dates.
- This deposit is non-refundable — including in the event of cancellation, a change of plans, or a reduction in guest numbers.

2. BALANCE PAYMENT

- The remaining 50% balance is due no later than 4 weeks (28 days) before your arrival date.
- We'll send a reminder ahead of this date, but it's the lead guest's responsibility to ensure payment is made on time.

3. PAYMENT METHOD

- Payments are made by BACS bank transfer to Travel Hive Newcastle Ltd.
- Bank details will be sent to you separately ahead of each payment.

4. NON-PAYMENT & CANCELLATION BY US

- If the balance hasn't been received by 3 weeks (21 days) before your arrival date, the booking will be treated as cancelled.
- The dates will be released and made available to new guests.
- The original deposit is forfeited in full and is not refundable or transferable to another date.

5. GUEST-INITIATED CANCELLATIONS & DATE CHANGES

- If you cancel your booking, or ask to move your dates, the deposit and any balance already paid are non-refundable and cannot be transferred.
- If we're able to re-let your original dates to new guests, we will consider a partial refund at our discretion.

6. FORCE MAJEURE — CANCELLATION BY US

- In the rare event that we need to cancel your booking — for example due to fire, flood, or a serious issue with the property — we will provide a full refund of all monies paid.

7. NO-SHOWS

- If you do not arrive for your stay without prior notice, this is treated as a cancellation, and both the deposit and balance are forfeited.

8. SECURITY DEPOSIT

- A separate, refundable security deposit of £200 is required 7 days before arrival.
- This is refunded to the same account within 24 hours of departure, provided the property is left undamaged and doesn't require excessive cleaning.
- Deductions may be made for damage to the property, misuse of the hot tub, or failure to follow the house rules set out overleaf.

9. GENERAL

- Please get in touch at hello@thebramblesretreat.co.uk with any questions about your payment schedule.
- Dates, payment reminders, bank details and the security deposit link are issued directly to the lead guest before arrival.

HOUSE RULES & STAY INFORMATION

The following rules apply to all guests staying at The Brambles Retreat and form part of your booking agreement alongside the policy above.

1. PROPERTY & FACILITIES

- The property is self-catering, with guests having exclusive use of the whole house for the duration of their stay.
- Kitchen facilities include a cooker, slow cooker, air fryer, microwave, fridge, freezer and dishwasher.
- Laundry facilities include a washing machine and tumble dryer.
- TVs are provided throughout the property with Netflix and other streaming services.

2. OCCUPANCY & DAY VISITORS

- The property sleeps a maximum of 16 guests overnight, with additional space for up to 4 airbeds or similar if needed.
- Day visitors are welcome during your stay — please let us know approximate numbers in advance.

3. CHECK-IN & CHECK-OUT

- The door code is 4085.
- Check-in is from 4pm, unless otherwise agreed in advance.
- Check-out is by 11am, as new guests arrive from 4pm the same day. Late check-out cannot be accommodated without prior agreement, as it may affect the next guests' arrival.

4. HOT TUB USE

- The hot tubs will be warm and ready on arrival. Guests should read the rules in the guest book and posted at the hot tub area before use.
- Guests must shower before use and must not enter the hot tub wearing fake tan, oils, or make-up, as these discolour and affect the water.
- Because of same-day guest turnarounds, the hot tubs cannot be drained and refilled between bookings, so this rule protects the experience of both current and incoming guests.
- The hot tubs are located outside, along a gravel path — guests may wish to bring flip-flops, a robe and towels.

5. QUIET HOURS

- Quiet hours are between 11pm and 7am. Please keep noise — including music and hot tub use — to a minimum during this time, out of consideration for neighbours.

6. SMOKING

- Smoking (including vaping) is not permitted anywhere inside the property. Smoking is permitted outside only.

7. PETS

- Well-behaved dogs are welcome at The Brambles. Please let us know in advance if you're bringing a dog.
- Please clean up after your dog — any additional mess or damage may be deducted from the security deposit.

8. HEATING

- Heating operates on a timer. If guests need it turned on or off outside of this schedule, they should contact the host, who can adjust it remotely.

9. END OF STAY

- Used bed linen should be stripped and left on the bedroom floor, along with used towels, to help with same-day cleaning turnaround.
- All rubbish should be placed in the large bin at the road entrance.
- The property should be left in a clean and tidy condition.

10. REPORTING ISSUES

- Any breakages, damage, or issues during the stay should be reported to the host as soon as possible, by note or message, so they can be addressed directly.

11. LIABILITY

- Guests use the hot tub, garden, and all facilities entirely at their own risk.
- The Brambles Retreat and its owners accept no liability for injury, loss, or damage arising from use of the property or its facilities, except where caused by our negligence.

12. RIGHT TO END A STAY EARLY

- We reserve the right to end a stay early, without refund, in the event of a serious breach of these rules — including significantly exceeding guest numbers, damage to the property, or illegal activity. Guests would be asked to vacate immediately.

13. GOVERNING LAW

- This agreement is governed by the laws of Northern Ireland.