



Payment Terms & Conditions

Please read these terms carefully before confirming your booking with New Forest Stays.

Summary: A non-refundable booking fee of £25 + VAT is payable at the time of booking. A 25% deposit is required to secure your stay, with the remaining balance due 30 days before arrival.

1. Booking Fee

- A non-refundable booking fee of £25 + VAT is payable at the time of booking.
- This fee secures your reservation and is not refundable under any circumstances.

2. Deposit Payment

- A deposit of 25% of the total booking value is required at the time of booking and must be paid via card through our website.
- The deposit is deducted from the total balance payable.
- The deposit becomes non-refundable if the booking is cancelled within 30 days of the arrival date.

3. Balance Payment

- The remaining balance must be paid no later than 30 days prior to arrival.
- For bookings made within 30 days of the arrival date, full payment is required at the time of booking.

4. Cancellation Policy

- If a booking is cancelled more than 30 days before arrival, the 25% deposit may be refundable at our discretion, excluding the £25 + VAT booking fee.
- If a booking is cancelled less than 30 days before arrival, the 25% deposit is non-refundable.

- The booking fee of £25 + VAT is always non-refundable.

5. Pet Fee

- A fee of £25 per stay applies for guests bringing a dog.
- Guests must notify us in advance if they intend to bring a pet. We reserve the right to refuse pets if not agreed prior to arrival.

6. Payment Methods

- All payments must be made via card through our website unless otherwise agreed in writing.
- All payments are processed in GBP (£).

7. Failure to Pay

- If payment is not received by the due date, we reserve the right to cancel the booking.
- Any payments made may be retained in line with the cancellation policy.

8. Amendments

- Any request to amend a booking must be made in writing and is subject to availability.
- Additional charges may apply.

9. No-Show

- Failure to arrive without prior notice will be treated as a cancellation and no refund will be issued.

10. Agreement

- By confirming a booking through our website, you agree to these Payment Terms & Conditions.

Recommended: We strongly recommend guests take out appropriate travel insurance to cover cancellations or unforeseen circumstances.