

Natural Britain Terms and Conditions

Please read the Terms of Service carefully as they contain important information about your legal rights, remedies and obligations. By accessing or using the Natural Britain mobile Application and application programme interfaces (collectively, the “Products”) and all associated services (collectively, the “Services”), you agree to comply with and be bound by these Terms of Service.

We act as agent for the principal of the arrangements featured on our App and/or which you book through us. Your contract for the arrangements you have booked will be with the principal and their booking conditions will apply to that booking. Your contract for the arrangements will not be with us.

The following booking conditions together with the general information contained on our App form the basis of your agreement with Natural Britain Limited, Old Wheatsheaf, Filmore Hill Lane, Privett, Alton, GU34 3NX, company number 12678719. Please read them carefully as they set out our respective rights and obligations. By asking us to confirm your booking, we are entitled to assume that you have had the opportunity to read and have read these booking conditions and agree to them.

In these booking conditions:

- “principal” is the other party to your contract, the party who is responsible for your arrangements;
- “agent” or “expert” means someone who sells or offers for sale the arrangements of the principal;
- “arrangements” mean the accommodation or activities you book through us;
- “you” and “your” means all persons named on the booking (including the party

leader and anyone who is added or substituted at a later date) or any of them as the context requires;

- “Natural Britain”, “we”, “us” and “our” means Natural Britain Limited;
- “departure” means the start date of the arrangements which have been contracted.

1. Making your booking

a) To make a booking you will need to use our App and follow the prompts. The person making the booking will be deemed to be the “party leader”. The party leader must be at least 18 and must be authorised to make the booking on the basis of these booking conditions (and those of the principal) by all persons named on the booking. In making the booking the party leader confirms that he/she is so authorised. All bookings are subject to these booking conditions, together with those of the principal. The party leader is responsible for making all payments due to us. The payments specified in clause 2 must be made at the time of booking.

b) Subject to the availability of your chosen arrangements, we will confirm your booking on behalf of the principal concerned by issuing a confirmation invoice. This invoice will be sent to the party leader via your Natural Britain App. Please check this invoice carefully as soon as you receive it. Contact us immediately if any information which appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracies (for which we are responsible) in any document within 14 days of us sending it out. We will do our best to rectify any mistakes notified to us outside these time limits but you must meet any costs involved in doing so. Please note: for late bookings i.e. bookings made within 14 days of departure we cannot accept any liability if we are not notified of any inaccuracy in any document immediately.

c) If you wish to, you may contact us by email or via our App for any of the reasons mentioned in these booking conditions (for example, to request an amendment) providing you do so to.

2. Payment

a) In order to confirm your chosen arrangements, full payment must be paid at the time of booking. In some cases, a deposit may be payable with a final balance due later. Full details will be given at the time of booking.

b) Where a deposit is paid with a balance to follow, the balance of the cost of your arrangements must be received by us by the date stated on your confirmation invoice. Reminders are not sent. If we do not receive all payments

due (including any surcharge where applicable) in full and on time, the principal is entitled to assume that you wish to cancel your booking. In this case, all deposits paid or due at that date will be retained. If the booking is not cancelled straight away because you have promised to make payment you may have to pay cancellation charges as set out by the principal.

3. Your contract

a) A legally binding contract between you and the principal of your confirmed arrangements comes into existence when a confirmation invoice is issued to the party leader.

b) Your contract(s) with the principal will be subject to the law referred to in the principal's booking conditions. Any dispute, claim or other matter which arises between you and any principal must also be dealt with in accordance with those booking conditions.

c) Where we act as agent our relationship is governed by English law and this will apply to any dispute, claim or other matter of any description which arises between us ("claim".) We both also agree that any claim must be dealt with by the Courts of England and Wales only unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your claim governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).

4. The cost of your arrangements

a) Please note, changes and errors occasionally occur. You must check the price of your chosen arrangements at the time of booking.

b) The principal reserves the right to increase or decrease and to correct errors in both advertised and confirmed prices at any time before your arrangements are confirmed. We will advise you of any error of which we are then aware and of the then applicable price at the time of booking.

c) The principal of your booking may have the right to increase the cost of your arrangements and pass on other charges to you subject to the principal's booking conditions.

5. Special requests and medical conditions/disabilities/reduced mobility

a) If you have any special request, you should advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant principal, they cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract. Confirmation that a special request has been noted or passed on to the principal, or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. For your own protection, you should obtain confirmation in writing that a special request will be complied with (where it is possible to give this) if it is important to you. Any special request which has been accepted will be specifically confirmed as accepted on your confirmation invoice.

b) Some arrangements may not be suitable for people with certain disabilities, medical conditions or significantly reduced mobility. Before you make your booking, we will advise you as to whether the proposed arrangements are generally suitable for someone with reduced mobility. However, reduced mobility of course means different things to different individuals as we fully appreciate that individual capabilities, restrictions and requirements are likely to vary considerably. When we refer to reduced mobility, this means any material reduction in mobility whether this is permanent or temporary and whether caused by age or by physical or mental disability or impairment or other cause of disability.

c) Should you suffer from any medical condition, disability or significant reduction in mobility which may affect your arrangements (including any which affect the booking process) or have any special requirements as a result please tell us before you confirm your booking so that we can assist you in considering the suitability of the arrangements and/or making the booking. In any event, you must give us full details in writing at the time of booking and whenever a material change in your condition, disability or mobility occurs. You must also promptly advise us if any medical condition, disability or reduced mobility which may affect your arrangements develops after your booking has been confirmed.

6. Changes by you

a) Should you wish to make any changes to your confirmed booking, you must notify us in writing as soon as possible. Whilst we will endeavour to assist, no guarantee can be given to meet any such request. Where they can be met, an amendment fee, as notified at the time will be payable together with any costs or charges incurred or imposed by any of the suppliers. A change of dates will normally be treated as a cancellation of the original booking and rebooking in which case cancellation charges will apply. Changes may result in the recalculation of the price of your arrangements where, for example, the basis on which the price of the original arrangements was calculated has changed.

b) You may be able to transfer your booking or your place on the booking to someone else (introduced by you) without payment of cancellation charges providing the request for the transfer is made in writing. Please refer to the principal's booking conditions in this regard.

c) As certain arrangements cannot be changed after a reservation has been made, name changes, other alterations and cancellation affecting these services are likely to incur a 100% cancellation charge and the applicable cost of rebooking the service.

7. Cancellation by you

a) You may cancel your confirmed booking at any time before departure. If you want to cancel your booking after it has been confirmed, you must do so by email or by posting or hand delivering written notice of cancellation to us. Your notice of cancellation will only be effective when it is received in writing by us at our offices. If you do cancel, the applicable cancellation charges will be those imposed by the principal of your confirmed arrangements. Please see the principal's own booking conditions or ask at the time of booking for further details. Please note - amendment charges are not refundable in the event of the person(s) to whom they apply cancelling.

b) Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to the insurance company concerned.

c)Where any cancellation reduces the number of full paying party members below the number on which the price and/or any concessions agreed for your booking were based, the principal may recalculate these terms and re-invoice you accordingly.

8. Insurance

Appropriate travel insurance is advisable.

9. Changes and cancellations by the principal

If there is a change to or cancellation of your arrangements we will pass on the new details to you together with any compensation that the principal of your affected arrangements may offer. As agent only for the principal we cannot accept any liability for any changes or cancellations made to your booking.

10. Force Majeure

Except where otherwise expressly stated in these booking conditions, we regret neither the principal, nor Natural Britain can accept liability or pay any compensation where the performance or prompt performance of any obligations under the contract(s) with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature whatsoever as a result of force majeure In these booking conditions, “force majeure” means any situation within our reasonable contemplation, which is beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Such situations may include, whether actual or threatened, riot, civil strife, terrorist activity, industrial dispute, natural disaster, exceptional adverse weather conditions, fire, the effect of the United Kingdom’s decision to leave the EU.

Force majeure includes the coronavirus pandemic and its impact such as travel restrictions and the measures and other action being taken by governments, public authorities and businesses to control and manage its effects (such as the implementation of social distancing).

11. Our Liability to you

We act only as an agent for the principal of your confirmed arrangements. Your contract for your confirmed arrangements is directly with the principal

concerned. We accept no liability in relation to the arrangements themselves or for the acts or omissions of the principal concerned. The terms and conditions of the principal of your confirmed arrangements will apply to your contract (copy available on request).

However, if we are found to have been at fault on any basis in relation to any service we provide as agent for the principal concerned (as opposed to any service provided by the principal), our maximum liability is limited to twice the cost of the booking in question. We do not exclude or limit any liability for death or personal injury which arises as a result of our negligence or that of our employees whilst acting in the course of their employment.

12. Complaints and problems

a) In the unlikely event that you have any reason to complain or may have a basis for making a claim in respect of any aspect of your arrangements whilst away, you must follow the principal's complaints procedure. This will be in their booking conditions and may have been provided to you before travel. This will normally involve:

(i) Informing a representative (if there is one) and the principal or supplier of the service(s) in question. Any issue can then be promptly investigated and, where appropriate, steps taken to resolve the situation.

(ii) Putting any verbal notification in writing and given to the representative/agent (if there is one) and the principal/supplier as soon as possible.

(iii) If there is no local representative/agent or you cannot contact them and/or the situation is not resolved to your satisfaction within a reasonable time, you must contact the principal directly as soon as possible.

(iv) Until a problem or complaint is known, the principal/supplier cannot begin to resolve or to assist in resolving it. Most problems can be dealt with quickly.

b) If you remain dissatisfied, you must write to the principal, normally within 28 days of your return to the UK, giving your booking reference and full details of your complaint.

c) Please note that if you fail to follow the principal's complaints procedure, they are unlikely to be in a position to properly investigate the matter and may have been deprived of the opportunity to remedy it during your arrangements. Your

right to claim any compensation you may otherwise have been entitled to may be affected or even lost as a result.

13. Behaviour

a) When you book through us, you accept responsibility for any damage or loss caused by you during your arrangements. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be made direct at the time to the accommodation owner, manager or principal in question as soon as possible. If the actual cost of the loss or damage exceeds the amount paid where estimated, you must pay the difference once known. If the actual cost is less than the amount paid, the difference will be refunded. You will also be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions. You should ensure you have appropriate insurance to protect you if this situation arises.

b) All clients are expected to have consideration for other people. If in the reasonable opinion of any person in authority (for example the principal/supplier of your confirmed arrangements), you behave in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, the person in authority is entitled, without prior notice, to terminate the arrangements of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation or other service. In all cases the principal and any suppliers concerned will have no further responsibility toward such person(s). No refunds will be made and we and the principal will not pay any expenses or costs incurred as a result of the termination.

14. Accuracy of prices and other published details

Please note, the published information, photographs and prices may have changed by the time you come to book your arrangements. Whilst every effort is made to ensure the accuracy of such information, photographs and prices at the time of being placed on our website/given to you, regrettably changes and errors do occasionally occur. Unless specifically stated otherwise photographs of accommodation are intended to give a general impression of the accommodation only and will not necessarily be the same as the room(s) you wish to/have booked. You must therefore ensure you check all details of your chosen arrangements (including the price) with us at the time of booking.

15. Ratings system

The ratings used by us or the principal on our App and our/their website or elsewhere to describe accommodation are not necessarily official ratings. Rather they may simply be ratings which we or a particular principal have devised to reflect our/their opinion of the accommodation and other services we/they feature. Please bear in mind that different principals use different ratings systems and opinions can and do vary.