

BATH HEN WEEKEND PROPERTIES FREQUENTLY ASKED QUESTIONS

How do I make my booking?

Once you have agreed dates, accommodation and price with us please contact us to pay your initial deposit (normally £10 per person). On receipt of your initial deposit, we will post you a receipt, and email a booking form for you to complete and return. The balance of your deposit is payable with 10-14 days as specified on your booking form. This may include deposit amounts to secure services and activities with limited availability or that are essential to your weekend such as the minibus. If so, this will be specified on the booking form. Please note that all deposits are non-refundable. Your final balance payment is due 8 weeks before your date of arrival unless otherwise agreed and as specified on your booking form. You may pay by debit or credit card (2.5% fee on credit cards).

How do I book activities, catering, minibus or other services mentioned in your brochure?

On making your initial booking you should advise us if you require a minibus, the private spa, or a wild food / bushcraft event as these are all limited availability. We will check availability and make provisional bookings for you. Once we have received the balance of your deposit and your booking form, we will email you details of other activities & service providers we recommend. In most cases, you can contact them to book any of their products or services you require and payment is made directly to them.

What is provided in the property?

All properties provide bed linen, towels, and most will have hairdryers, etc. Larger properties may have TV's in most bedrooms as well as a lounge. For facilities in individual properties, please contact us directly. If you have any particular requirements, please ensure you check with us before booking the property.

What if I have any questions?

We can be contacted by email or telephone to answer any questions. In the first instance, call us on 01761 463356 and leave a message if no reply. Unlike many other activity and cottage providers, there is always someone you can contact by telephone during your stay if you have any questions or problems and we provide you with emergency contact details for your property.

What happens when I arrive at the property?

We will provide detailed directions and other useful information about your property after payment of your final balance, well before arrival. We will normally make arrangements for the owner (or a representative) to meet you at the property to show you around, give you the keys, and answer any questions. You can arrive from 4-7pm.

Should I take out travel insurance?

We strongly recommend that you take out travel / holiday insurance. If you already have it, or are purchasing it, please check that holiday cottage rental is covered. You should in particular ensure you and your group are protected against cancellation charges, illness, loss or damage to personal effects, medical expenses and any other insurable event. If you are participating in any activities during your stay, whether arranged with us, or not, we again recommend that you check you are covered for these activities.

Are there any restrictions on music, noise, fireworks, activities at the property?

Fireworks, candles and Chinese lanterns are all expressly forbidden at our properties and in the grounds. Smoking is not permitted inside the properties and we ask that smokers use designated smoking areas outside, where requested. We ask our groups to show consideration for neighbours at all of our properties and **request that loud music / noise cannot be heard outside the properties after 12pm at night**. Some activities are not permitted at the properties so if you would like to bring in an activity provider not on our list of approved providers, we will need to give permission so please provide details. We do not object to reasonable requests, in agreement with the property owner.

Who is Bath Hen Weekend?

Bath Hen Weekend and Walk the Mendips are services provided by INCONET Limited (Company No: 03156219), established in 1996 which provides team development, outdoor activities and corporate events as well as accommodation. We have been based on the Mendip Hills in North Somerset, south west of Bristol & Bath for over 10 years. Adrian Boots is a Director of INCONET Limited and is the person you should contact if you have any questions. Adrian also runs our wild food forays, camp-fire cook-ups and bushcraft events.