

## Notes

We all have different ideas about what should be in T&Cs... some believe there shouldn't be any.

My view is that the guests I want to attract will not be put off by anything in our T&Cs but those who I don't want will (hopefully) not book. If I say "your own guests cannot stay overnight or use the laundry facilities" that isn't going to bother guests who weren't planning on that anyway but should put off anyone planning a big party.

Terms & Conditions are a "backstop", there to be agreed (or declined) by prospective guests. They are to clearly set out the rules governing their booking, payment and their stay, your expectations of them and theirs of you so there can be no surprises or misunderstandings. They therefore, by necessity, need to be comprehensive and capture all situations whether they apply to a particular booking or not. Unfortunately, that makes them rather long. It's the guests' choice whether to read them or not. It is our choice to publish them and ensure the guests know of them. We do not send a copy, paper or electronic, we prominently display the following on our Booking Confirmation & Invoice (on the BCI the blue words are a hyperlink to the website page so guests only have to click to access them)

<< This invoice is issued in conjunction with our [Terms & Conditions](#) and any applicable annexes. By paying the booking deposit the party leader is agreeing, on behalf of all party members, to accept these >>

As far as we are concerned, they exist to protect us and our business should it ever come to that (It hasn't by the way but I'd like to think that it's because of what's in our T&Cs that filter out the sorts of guests we hear more and more of in G4GO.

It is unlikely you can challenge anything guests do that has not been addressed in your T&Cs but you do not have to enforce every "rule" if you decide a situation warrants it or you are asked beforehand if that could be permitted in certain circumstances. We state that other people cannot stay overnight but we've been happy to say "yes of course", when asked, on many occasions. It is not a set of unbreakable laws.

Everyone will have different standards and some things will matter more to some than others. If you run an adventure holiday park it's inappropriate to state "no climbing the trees" but sensible if your attraction is an arboretum of prized specimens for the tranquil enjoyment of your guests.

The website copy of these T&Cs has a lot of hyperlinks where it is helpful to be able to expand on something. The only one active on the template is the one referring to the different definition of "deposit" in France, it saves having to describe something most guests won't have a clue about but actually matters a lot.

You are welcome to use these as you wish, adapted for your own T&Cs, extracts you hadn't thought about, whatever but I suggest you don't just rebrand them and publish them! They are specific to our situation and target market, yours will almost certainly be different.

Hope this has helped some new hosts.... and maybe a few oldies too.

Bon courage, Peter