



HARESTREET HOLIDAYS

Enhance Your Stay Packages – Terms & Conditions

1. Availability & Notice Periods

All Enhance Your Stay add-on packages and items (hereafter 'add-ons') are subject to availability at the time of booking.

A minimum of 48 hours' notice is required for all pre-ordered add-ons.

Floral bouquets require a minimum of 72 hours' notice due to supplier lead times.

2. How to Order

Add-ons can be selected and purchased at the time of booking via our website.

Alternatively, add-ons may be ordered after booking by contacting us directly, subject to the notice periods and availability stated above.

3. Payment

All add-ons must be paid for in full in advance and no later than the applicable notice period set out in Clause 1, unless otherwise agreed by us in writing.

Orders will not be confirmed until payment has been received in cleared funds.

Prices are as advertised on our website at the time of purchase and may be subject to change prior to confirmation.

Payment may be made by bank transfer, card, or any other payment method agreed between us.

4. Relationship with Main Booking Conditions

All Enhance Your Stay add-ons are additional services provided by us and are subject to availability and confirmation in writing.

All add-ons form part of your booking and are subject to the applicable Booking Conditions relating to your stay, so far as relevant, including (without limitation) clauses relating to conduct, property use, damage, cancellations, and liability.

Where there is any conflict between these Enhance Your Stay terms and the applicable Booking Conditions, the applicable Booking Conditions shall take precedence.

5. Changes & Cancellations

Once an add-on has been confirmed and ordered, it cannot normally be amended or cancelled within the minimum notice periods set out in Clause 1.

Refunds are not available for:

- add-ons cancelled less than 48 hours before arrival; or
- floral bouquets cancelled less than 72 hours before arrival; or
- add-ons which are unused during your stay.

Any refund outside these terms shall be entirely at our discretion.

6. Substitutions

Where necessary, we reserve the right to substitute items of equal or greater value if specific products are unavailable. This may include alternative flavours, brands, or locally sourced equivalents.

7. Alcohol Purchases

Alcohol-containing add-ons (including gin tasting kits and Crémant) are available only to guests aged 18 years or over. By purchasing these items, you confirm that you and all members of your party comply with this requirement.

We reserve the right to refuse the supply of alcohol where we reasonably believe a guest is underage or where supply would otherwise breach applicable law.

8. Allergies & Dietary Requirements

Some add-ons may contain allergens. While we work with trusted local suppliers, we cannot guarantee products that are allergen-free. Guests are responsible for advising us of any dietary requirements at the time of ordering.

9. Delivery & Presentation

Add-ons will be placed in the property prior to arrival or delivered during your stay, depending on the item ordered. Presentation, contents and packaging may vary from images shown on our website or promotional materials.

10. External Suppliers

Many add-ons are supplied by local independent producers. We are not responsible for delays, substitutions, shortages or changes caused by third-party suppliers where such matters are beyond our reasonable control.