
Elevated Escape - Terms & Conditions

Last updated: September 2026

Property: Elevated Escape

Address: 1 Bassett Close, Hythe, CT21 5UZ

Telephone: 07515 694695

Email: elevatedescape2025@gmail.com

These Terms & Conditions apply to all direct bookings made with Elevated Escape.

By confirming a booking, the person making the booking confirms that they have read and accepted these Terms & Conditions and agrees that all members of their party will comply with them.

1. Making an Enquiry

Guests can contact Elevated Escape through our website enquiry form, by email or by telephone.

Submitting an enquiry does **not** constitute a confirmed booking.

We will check availability and, where the requested dates are available, provide the guest with the applicable price and booking information.

A booking is only confirmed once the guest has accepted the booking terms and the required payment has been received by bank transfer and acknowledged by Elevated Escape.

2. Booking Requirements

The person making the booking must be at least **18 years old**.

The person making the booking is responsible for providing accurate information and for ensuring that all members of their party comply with these Terms & Conditions and the House Rules.

The number of guests staying at the property must not exceed the maximum occupancy agreed at the time of booking.

Only guests included in the booking may stay overnight unless prior permission has been obtained from Elevated Escape.

3. Payment

For the time being, all direct bookings are paid by **bank transfer**.

Payment details will be provided privately to the guest once availability has been confirmed and the guest wishes to proceed with the booking.

The booking will not be considered confirmed until the required payment has been received and acknowledged by Elevated Escape.

The total price payable will be confirmed to the guest before they make payment.

Any additional charges applicable to the booking will be clearly communicated before the booking is confirmed.

Guests should not make payment until they have received confirmation of the booking details and payment instructions from Elevated Escape.

4. Cancellation by the Guest

We understand that plans can change. Our cancellation policy is as follows:

More than 30 days before arrival

If a guest cancels their booking **more than 30 days before the scheduled arrival date**, they will receive a **full refund of all amounts paid** towards the booking.

30 days or fewer before arrival

If a guest cancels their booking **30 days or fewer before the scheduled arrival date**, **no refund will be provided**.

For the avoidance of doubt, a cancellation made exactly **30 days before arrival** falls within the no-refund period.

Cancellation must be made in writing by email to:

elevatedescape2025@gmail.com

The date on which the cancellation email is received will be treated as the cancellation date.

Any refund due will normally be returned to the bank account from which the original payment was made.

5. Cancellation by Elevated Escape

In exceptional circumstances, Elevated Escape may need to cancel a confirmed booking, for example where the property becomes unavailable or unsafe due to circumstances beyond our reasonable control.

If we cancel a booking, we will notify the guest as soon as reasonably possible and provide a refund of payments made for the affected booking, subject to applicable law.

We recommend that guests consider appropriate travel insurance to cover circumstances that may affect their holiday.

6. Check-In and Check-Out

Check-in and check-out times will be confirmed to the guest before arrival.

Guests must vacate the property by the agreed check-out time unless a later check-out has been agreed with Elevated Escape in advance.

Unauthorised late check-out may result in a reasonable additional charge where it causes additional costs or prevents preparation of the property for the next guests.

7. Use of the Property

Elevated Escape is provided for holiday and leisure accommodation.

The property must not be used for:

- unauthorised parties or events;
- commercial activities without prior permission;
- illegal activities;
- activities that may cause unreasonable disturbance to neighbours;
- any activity that could create an unreasonable risk to the property or other people.

The maximum agreed occupancy must not be exceeded.

8. Parties and Events

Unauthorised parties, events or large gatherings are not permitted.

Guests must respect the residential nature of the surrounding area and our neighbours.

Excessive noise or disruptive behaviour is not permitted, particularly during evening and overnight hours.

9. Smoking and Vaping

Smoking and vaping are **not permitted inside Elevated Escape**.

Smoking is only permitted in designated outdoor areas, where provided.

Guests must dispose of cigarette ends safely and must not throw them from the property or rooftop terrace.

Guests may be responsible for reasonable additional cleaning or restoration costs resulting from smoking or vaping inside the property.

10. Pets

Pets are welcome at Elevated Escape by prior arrangement.

A **pet fee of £40 per pet, per stay** applies.

Guests must **declare all pets at the time of booking** and the applicable pet fee must be paid.

If a guest arrives at the property with a pet that was **not declared at the time of booking**, an additional **£40 pet fee per undeclared pet** will be requested on arrival.

Guests are responsible for their pets throughout their stay and for any damage, mess or additional cleaning caused by them.

Pets must not be left unattended where doing so could cause damage, distress or a safety risk.

Pets are **not permitted to toilet on the artificial grass on the rooftop terrace**. Please take your pet outside the property for toileting and dispose of any waste responsibly.

11. Damage, Breakages and Exceptional Cleaning

Guests are expected to treat the property, furnishings, equipment and facilities with reasonable care.

Any accidental damage or breakage should be reported to Elevated Escape as soon as reasonably possible.

Guests may be responsible for reasonable costs resulting from:

- damage caused by themselves or members of their party;
- loss of property or equipment;
- misuse of facilities;
- exceptional cleaning required because of the guest's actions.

Guests will not be charged for reasonable wear and tear.

Where a charge is necessary, we will provide details of the damage or additional cleaning and the associated reasonable cost.

12. Hot Tub and Sauna

The hot tub and sauna are provided for guests' enjoyment but must be used responsibly.

Guests must follow the separate **Hot Tub & Sauna Safety Rules** provided at the property and on the Elevated Escape website.

In particular:

- children must be supervised by a responsible adult;
- the hot tub must not be used while intoxicated;
- no glass is permitted in or around the hot tub;
- guests must not exceed the stated maximum capacity;
- guests should shower before using the hot tub;
- guests should leave the hot tub or sauna immediately if they feel unwell, dizzy or faint;
- guests must not interfere with the temperature, chemicals, electrical equipment or other operating systems.

Elevated Escape reserves the right to temporarily close the hot tub or sauna where necessary for safety, maintenance, hygiene or circumstances outside our reasonable control.

13. Rooftop Terrace

The rooftop terrace is an elevated area and must be used responsibly.

Guests must not:

- climb or sit on railings, walls or barriers;
- place furniture or other objects against safety barriers;
- engage in activities that create a fall or other safety risk.
- Children must be supervised by a responsible adult.
- Guests should take additional care during wet, windy or icy conditions.

14. BBQ

Where a BBQ is provided, it must only be used in the designated area and in accordance with the instructions provided.

A BBQ must never be left unattended while hot.

Guests must ensure that the BBQ is properly extinguished after use and must not move it while it is hot.

Please leave the BBQ as you found it, clean and ready for use for the next guests.

Guests are asked to dispose of any BBQ waste appropriately and leave the surrounding area clean and tidy.

15. EV Charging

EV charging is available **upon request and subject to availability**.

The EV charger may only be used between **12:00 midnight and 6:00am**.

A fixed charge of £10 per charging session applies.

Guests must request use of the EV charger in advance and payment arrangements will be confirmed before charging.

Guests must use the charger in accordance with the instructions provided.

Guests must not use damaged cables, unauthorised adaptors or equipment that is unsuitable for the charger.

Any fault or damage to the charging equipment must be reported to Elevated Escape immediately.

16. Fire and Emergency Safety

Guests should familiarise themselves with the property's fire safety information when they arrive.

Guests must:

- keep fire exits and escape routes clear;
- not interfere with smoke alarms or carbon monoxide alarms;
- follow the property's emergency instructions;
- contact the emergency services by calling **999** where necessary.

Guests must immediately report any safety concern or fault to Elevated Escape.

17. Security

Guests are responsible for securing the property appropriately during their stay.

Doors and windows should be locked when guests leave the property.

Keys, access codes and other security information must not be shared with unauthorised persons.

18. Personal Belongings

Guests are responsible for their own personal belongings and valuables during their stay.

Elevated Escape cannot accept responsibility for loss or damage to personal belongings except where liability cannot legally be excluded or limited.

Guests should take reasonable precautions to secure their possessions.

19. Complaints

We want every guest to have an enjoyable stay.

If a guest experiences a problem with the property, they should contact Elevated Escape as soon as possible during their stay.

This gives us a reasonable opportunity to investigate the issue and, where possible, put it right.

Complaints should be sent to:

elevatedescape2025@gmail.com

We will endeavour to respond as quickly as reasonably possible.

20. Changes to Facilities

We make every reasonable effort to ensure that the facilities and amenities advertised are available during a guest's stay.

Occasionally, a facility may need to be temporarily unavailable because of maintenance, repair, safety, hygiene, weather or circumstances outside our reasonable control.

Where a significant issue affects a confirmed booking, we will communicate this to the guest as soon as reasonably possible.

21. Liability

Elevated Escape takes reasonable steps to maintain the property and its facilities in a safe and suitable condition.

Guests are expected to use the property and its facilities responsibly and in accordance with the instructions provided.

Nothing in these Terms & Conditions excludes or limits any liability that cannot legally be excluded or limited under English law, including liability for death or personal injury caused by negligence.

22. Force Majeure

Elevated Escape will not be responsible for circumstances outside our reasonable control, including but not limited to severe weather, natural disasters, major utility failures, government restrictions, emergency situations or other events that could not reasonably have been prevented.

Nothing in this section affects any statutory rights the guest may have.

23. Privacy

Personal information provided to Elevated Escape will be handled in accordance with our **Privacy Policy**.

Our Privacy Policy explains what information we collect, why we collect it, how we use it and the rights available to guests under applicable data protection law.

24. Governing Law

These Terms & Conditions are governed by the laws of **England and Wales**.

Nothing in these Terms & Conditions affects any mandatory rights a consumer has under applicable UK consumer law.

25. Contact Details

Elevated Escape

1 Bassett Close
Hythe
CT21 5UZ

Telephone: 07515 694695

Email: elevatedescape2025@gmail.com

Cancellation Summary

For ease of reference:

More than 30 days before arrival:

 Full refund

30 days or fewer before arrival:

 No refund

Cancellation requests:

Must be submitted in writing to **elevatedescape2025@gmail.com**

Please note: These Terms & Conditions should be read together with the Elevated Escape House Rules and Hot Tub & Sauna Safety Rules.