

# HENDRIFTON FARM HOLIDAY COTTAGES

## TERMS AND CONDITIONS

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions:

### **Booking Procedure:**

When you have chosen your accommodation with our Availability Calendar, please complete the online booking form and we will reserve the accommodation until we have been in contact with you and we receive your deposit. Alternatively, you are welcome to telephone or email us to discuss your booking first. Bookings cannot be accepted from persons under eighteen years of age.

We are flexible with start and end dates but Granary and Field View Cottages are usually let on a Saturday to Saturday basis and April Cottage is usually let for arrivals on a Friday and/ or a Monday. Short breaks and alternative arrival days are available on request, or as per special offers on the website.

A deposit of 20% of the total cost is required, with the balance payable 6 weeks before arrival. If your booking is made within 6 weeks of the arrival date, we require full payment to be made at the time of reservation.

The deposit/full payment must be paid within 3 days of the booking being placed.

A contract between us will come into existence when the deposit or full payment is received, and a booking confirmation is issued showing the confirmed holiday dates.

The contract binds you (the lead booker) & all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.

The owner reserves the right to refuse a booking without giving any reason.

You must not use the property except for the purpose of a holiday.

The client may in no circumstance re-let or sublet the property.

### **What's included:**

Heating and hot water, electricity, bed linen, bath towels and tea towels, wi-fi. Cream Tea on arrival. Starter pack which includes toilet rolls, washing up liquid, hand soap, bathroom and kitchen cleaner and cloths, and dishwasher tabs. Please bring your own beach towels.

### **How to pay:**

You can pay by bank transfer or we can take debit and credit card payments by phone. Cheques should be made payable to 'Hendrifton Farm'.

### **Guest Numbers:**

The maximum number of persons (including children and babies) occupying the cottage must not exceed the following: 7 persons for April Cottage; 6 for Granary Cottage; 4 for Field View Cottage and only those listed on the booking form can occupy the property. If you wish to invite additional visitors to visit you during your stay, please ask us first.

Please be advised that no extra overnight visitors are allowed to stay at the property.

**Cancellation:**

We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.

In the event of a cancellation by you before the balance due date, the booking may be cancelled, but the initial deposit is non-refundable. In the event of a cancellation by you after you have paid the balance, up to 30 days before arrival, we will refund you 20% of the total price. Cancellation within 30 days of arrival will result in loss of the total paid. No refund will be given for days of the holiday not taken.

Cancellations must be made in writing by the person who made the original booking and once received we will confirm the cancellation.

If we are successful in getting a replacement booking, we will refund the total amount paid less a 5% booking fee and any difference in price between your original and the replacement booking.

If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.

If our property must close due to government restrictions or your address is put into local/regional lockdown for your holiday dates and you are unable to travel, you will be refunded in full.

**Parking:**

There is a dedicated parking space for each unit of accommodation.

**Pets:**

Dogs must be kept under close control at all times due to our location in a farming community. Please pick up after your dog, dog poo bags and bins are provided in the caravan field and Bob's field.

You must tell us if you need to leave your dog in the cottage unattended at any time.

If the cottage requires additional cleaning due to excessive dog hair or dirt, we will charge a £50 fee to cover the extra cleaning costs.

You are responsible for your dog and you will be charged for any damage caused by your dog.

**Injury and Damage:**

The Owners accept no responsibility for personal injury to guests, their pets, or loss or damage to their property. Your vehicle contents and personal belongings are left on the premises at your own risk. The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.

**Damages and breakages**

Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday and you may be charged for any loss, damage or extra cleaning costs. These are to be paid for in full within 7 days of notification.

If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result.

**Guest's own electrical items**

We understand that you may wish to bring small electrical appliances with you and we are willing to PAT these on arrival to ensure that they are safe. Please ensure you turn off and unplug your electrical items at night and when leaving the cottage. In the event that your electrical item causes a fire then you will be liable in full. High usage electrical items, such as heaters and air conditioning units, are not permitted without our written consent and an charge will be made for additional electricity.

**Standards of behaviour:**

We ask all guests to have appropriate respect for other guests and our neighbours. Any unnecessary or excessive noise, disturbance, or nuisance could lead to the Owners asking you to leave the premises immediately with no refund. Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.

Please do not move any furniture from one room to another or any of the indoor furniture, furnishings or bedlinen outside. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home.

**Smoking:**

Smoking or vaping is not allowed in the property. Smoking or vaping anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to, and any damage or extra cleaning caused will be at your expense.

**Right of Entry:**

The Owners reserve the right to enter any of the cottage accommodation at any reasonable time to effect emergency repairs, or resolve any other urgent matter. The Owners agree to respect the guest's privacy and confidentiality in so doing.

**Data Protection:**

We will never pass on your details to any other organisation or third party. Please refer to our Privacy Statement.

**Wi-Fi**

The guest agrees to reasonable and lawful usage. We are not responsible for any intermittent or slow coverage, or failure in supply. No discount will be offered for failure of free wi-fi.

**Electric Vehicles**

Domestic electric vehicle chargers (commonly known as a 'granny charger' or a 'trickle charger') are not suitable for use at Hendrifton Farm and are strictly forbidden. You are liable for any damage or loss suffered by us due to your unauthorised use of domestic chargers.

**Arrival and Departure:**

For cottages please check-in at the main Farmhouse. Accommodation will be available from 3pm on the day of arrival (N.B. 4pm for Saturday arrivals to April Cottage) until 10am on the day of departure.

**Complaints:**

We treat the satisfaction of our guests as our highest priority, and should you have any cause for complaint during your stay, please do not hesitate to speak to us, the Owners, to see if the matter can be rectified as soon as possible.