



Booking Terms and Conditions

'The Owner'- The property owners and booking person

'The Holiday makers'- the persons who have booked the accommodation and will be staying at the property.

'Duration of occupancy'- The time period the property is let to the holiday maker

Making a booking

- No bookings are confirmed until a written confirmation has been received from the owners.
- Bookings will not be accepted from persons under 18 years old. If under 18's are within the booking they must be accompanied and supervised by an adult.
- Booking are only permitted for up to a maximum of 4 people and a maximum of two dogs per visit.

Managing and changing your booking

- Changes to your booking should be notified to the owners at the Holiday makers nearest convenience and is always at the discretion of the owner.
- No change is valid until written confirmation is given by the owner.

Payment

- A 20% non-refundable deposit must be paid at the time of booking to secure the booking. The remaining balance of the booking is requested no later than 6 weeks before the intended arrival date.
- The owners reserve the right to re-let the accommodation if a full payment has not been received by the above date and or is more than 7 days late.
- The deposit is non-refundable.

Owners responsibilities

- The owner is solely responsible for providing the accommodation and the general safety of all guests. The owner accepts no responsibility for personal injury to, or death of, any Holidaymakers, or loss of or consequential loss or damage to their property, or for other matters over which the

owner has no control, except to the extent such personal injury or death is caused by the negligence or wilful default of the owner.

Holiday makers responsibilities

-The Holidaymakers shall keep the Property and all furniture, fixtures, fittings and effects in, on or at the Property in the same state of repair as at the commencement of the holiday, and shall leave the Property in the same state of cleanliness and general order in which it was found.

-The Holidaymaker must report any breakages made throughout their occupancy and at the discretion of the owner, pay for damages made. The Owner reserve the right to make a reasonable charge where guests have contravened an Owner's request for their Property to be smoke-free.

-The Holiday makers right to occupy the property is forfeited without compensation or refund if:

More people or pets than declared to the owners at the time of booking or before the commencement of the holiday and/or the number the Property holds, attempt to take up occupation;

Overnight guests are entertained without the Owner's express permission;

Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance; or

Any of the Holidaymakers smoke in or at the Property.

-The Holidaymakers must adhere to the rules of where to walk. Local routes can be discussed with the owners but the owners farm land is not available to walk in freely apart from the grass field opposite the property.

Dogs

-Only up to 2 dogs are allowed to occupy the property.

-Dogs must be over 1 years old and be house trained. Any fouling during the holiday makers occupancy must be cleaned immediately.

-Dogs can be off the lead in the outdoor area of the property and the adjacent grass field but must not be loose on the farm estate or near livestock.

-Dogs must not lie on beds or furnishings, and hair must be cleared up before departing;

-If any Holidaymaker has an allergy to dogs, please be aware that Owners (and we) cannot guarantee that an assistance dog has not stayed in a particular Property. We and Owners cannot accept responsibility for any suffering which may occur as a result of such animals having been present in a Property.

-Dog owners must ensure that their pets are free from parasites and fleas before they occupy the Property. Failure to do so may incur subsequent charges;

-You will be liable for any damage caused by your and any Holidaymakers' dogs. Any damage is to be reported to the Owner (or their representative) immediately. Any additional cleaning required, that may incur an additional charge, will be at the Owner's discretion.

Cancellations (pyramid scale of money lost dependant on notice given)

In the event of cancellation, Guests may be due a partial refund which is dependent on when notice of cancellation is given before the holiday start date. The refund is calculated as follows:

- 21 or less days notice – No refund due
- 22-35 days notice – 10% of the total accommodation cost
- 36-49 days notice – 20% of the total accommodation cost
- 50-63 days notice – 40% of the total accommodation cost
- More than 63 days notice – the Guest's liability for the remainder of the balance will be waived or the balance refunded if this has been paid previously.

Complaints

-In the event of there being cause for complaint, the owner must be notified immediately and while the holiday maker is still at the property in order to resolve the matter.

-In no circumstance will compensation be given for a complaint raised after the duration of occupancy.

Covid-19

-The owners reserve the right to cancel in advance a holiday maker booking subject to Covid-19 regulations and restrictions at any point before the arrival date. Should the owner cancel the booking of a holiday maker, a full refund will be issued to the holiday maker.

-If holiday makers cancel their booking due to Covid-19 regulations, a refund will be issued minus the 20% non-refundable deposit. A refund will only be given in the circumstances of a local lockdown in their specific area of travel restricting them to travel to the property.

-The holiday makers are responsible for acting within the government guidance currently in force at the time of occupancy while staying at the property. Failure to do so will result with immediate forfeit of the occupancy without compensation.

-Holiday makers are asked to respectfully follow the Covid-19 measures and precautions that are in place at the property and will be briefed on said measures on their arrival.

-The owners will ensure a thorough clean of the property before and after the holiday makers arrival, however where possible, Holiday makers should maintain cleanliness in line with guidance to limit contamination.

-If Holiday makers become unwell with Covid-19 symptoms, the owners must be notified immediately and measures should be put into action to limit the spread of the virus within the property.

I have read and agree to the terms and conditions.

Name

Signed

Date