

Terms and Conditions

Your Booking

- 1.1. We reserve the right to accept or decline bookings entirely at our discretion.
- 1.2. Your contract with us will begin when we issue you with your booking confirmation and will be based on the terms and conditions set out in this document.
- 1.3. You, as the person making the booking, will be responsible for all members of your party. You must be at least 18 years old at the time of booking.
- 1.4. Children under the age of 18 must be accompanied by an adult.
- 1.5 By accepting the booking you are accepting the terms and conditions.

Paying for your booking

- 2.1. For bookings (i) made 4 weeks or more in advance or (ii) of over £100, you must pay us a non refundable 25% deposit of the total amount payable for your booking at the time of booking. We must then receive the balance by the date set out in your booking confirmation (which will generally be 4 weeks before the start of your stay). You can pay in instalments between payment of deposit and the time the final balance is due.
- 2.2. For bookings (i) made less than 4 weeks in advance or (ii) of £100 or less, you must pay us the total amount payable for your booking at the time of booking.
- 2.3. If you don't make any payment by the date it is due, we'll remind you by email. If you fail to make the relevant payment within 1 days of the due date, we'll assume you want to cancel your booking. If this happens, your booking will immediately be cancelled.

Change or Cancel your booking

- 3.1. If you want to change any detail of your confirmed booking you must let us know by writing as soon as possible.
- 3.2. Whilst we'll do our best to accommodate you, we can't guarantee that we'll be able to meet any request for changes. Bookings can be cancelled before the final deposit is due less the non refundable deposit. If you cancel after this time 100% of the payment is non refundable (we will try our best to resell the holiday in order to provide some compensation).

If we need to cancel or change your booking.

4.1. We don't expect to have to make changes to your booking, however sometimes problems happen and bookings have to be changed or cancelled. We will only change or cancel your booking:

4.1.1. if necessary to perform or complete essential remedial or refurbishment works;
or

4.1.2. for other reasons unforeseen at the time you made your booking which are beyond our reasonable control.

Visitor Standards

5.1. You'll be provided with a Welcome Guide that contains important information about your stay with us. Please ensure that you and your party read these folders carefully on arrival. You must also ensure that you and your party familiarise yourselves with the layout of the Accommodation and the location of the fire exits in the event of an emergency.

5.2. You must keep the Accommodation and its contents clean and tidy and leave them in the same condition as when you arrived.

5.3. You mustn't use the Accommodation, or allow it to be used, for any dangerous, offensive, parties, noisy, illegal or immoral activities. You must not cause any nuisance or annoyance to any neighbours or anyone else during your stay.

5.4 Smoking is not permitted in any part of your Accommodation. Please note smoking includes use of vapours and/or e-cigarettes. You and your party must not smoke inside your Accommodation. You and your party must not use candles, tea-lights, fireworks or Chinese lanterns at your Accommodation. You and your party must not use a barbecue or fire pit at your Accommodation unless we have provided one.

5.5. Dogs are permitted at Farways Den. You must tell us at the time of booking if you wish to bring a dog. We ask that you do not leave them unattended without prior agreement, use throws for the furniture and bring your own linen if they sleep on/in your bed. Dog muck from the garden and the field must be disposed of in the green garden bin provided.

5.6. You must ensure that the maximum number of persons occupying the Accommodation does not exceed the maximum occupancy limits set out on our website and in your booking confirmation. For the purposes of occupancy limits a child over the age of 2 is considered an occupant.

5.7 We set maximum occupancy limits in line with the facilities, space and equipment available at the relevant Accommodation and in order to comply with applicable health and safety, insurance and regulatory requirements. As such, we reserve the right to require you to leave the premises (without any compensation or refund) if you exceed the maximum occupancy limits.

Damages

6.1. If you discover that anything is missing or damaged on arrival at your Accommodation you must notify us immediately. If you don't notify us, we'll assume that you caused the relevant damage or loss.

6.2. You will be responsible for the cost of any damage to the Accommodation or its contents caused by you or by any member of your party or animal brought with you. We recommend that you have comprehensive insurance in place to cover this.

6.3 Cars brought to the property are at your own risk.