

# HENDRIFTON FARM TERMS AND CONDITIONS

## **Booking Procedure:**

Cottages: When you have chosen your accommodation with our Availability Calendar, you can either email or phone us to request the dates, or complete the online booking form and we will reserve the accommodation until we have been in contact with you and we receive your deposit. Or you can download, complete and send us the booking form and deposit for your required dates.

Granary and Field View Cottages are usually let on a Saturday to Saturday basis, with short breaks on request, or as per special offers on the website. April Cottage is let on a Friday and/ or a Monday for 3, 4, 7 nights or more. Please contact us if you have any other requests.

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.

Touring Caravans: Advance reservations can be secured by contacting us from our website, or by telephone or email. We require your Caravan and Motorhome Club membership number, you address and telephone number, the number of guests (and dogs) and a minimum deposit of £25 to secure the pitch. The deposit is non returnable and the balance of payment is due by cash or card when you are with us. If you wish to pay the balance by cheque then we would need this 5 clear working days before you arrive.

## **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'.

## **Cancellation:**

We recommend that all guests have Insurance Cover to protect against this eventuality.

In the event of a cancellation by you before the balance due date, the booking can 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 14 days before arrival, we will refund you 75% of the total price. Cancellation within 14 days of arrival will result in loss of the total paid.

Cancellations must be made in writing by the person who made the original booking.

## **What's included:**

Cottages: All heating and hot water, electricity, linen, bedding, 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.

## **Parking:**

There is a dedicated parking space for each unit of accommodation. Parking for 2 cars is available for April and Granary Cottages.

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

**Data Protection:**

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

**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.

**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.

**Smoking:**

Smoking is not allowed at any time in any of the accommodation or in the CL toilets/ shower.

**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.

**Guest Numbers:**

At no stage should persons other than those detailed on the booking form be allowed to stay in any of the accommodation, without the express prior permission of the Owners. Maximum numbers should never be exceeded. A maximum of 5 people per pitch (including children) applies to the CL.

**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. On the CL, please find a pitch and we will see you in due course.

**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 the Owners, to see if the matter can be rectified as soon as possible.