

# Booking Conditions

South Farm Holiday Cottages and Fishery

1. Your booking will be acknowledged by an emailed/written confirmation. The balance of the cost of your holiday is due to be paid six clear weeks before commencement date. Non-payment by due date will be treated as a cancellation and we reserve the right to re-let the cottage. Any deposit paid will be forfeited.

2. If you have to cancel, please advise us immediately. **All deposits and payments are non-refundable**, insurance will cover most cancellations. In case of Government lock down due to Covid 19 you will be offered a change of dates.

We will endeavour to re-let the property for the cancelled period and return whatever funds we can to you if we manage to secure another booking (usually at a discounted price). Your deposit will not be returned, and a £50 admin fee will be retained from any refund given. **We do strongly recommend that you take out Holiday Insurance against cancellation** details of insurance companies can be found on our web site. You may of course choose your own insurance provider.

3. Cottages are let for the numbers specified on the booking form and in the event of changes they must be made known (and agreed by us) as soon as possible before your arrival.

4. Dog owners are reminded of their responsibilities regarding proper control and hygiene. Dogs must not be allowed on furniture in bedrooms or be left unattended. A copy of the full dog rules is available on request.

5. Friends and day visitors are welcome, but they must be agreed in advance and a fee will be charged for their use of facilities.

6. The owners reserve the right to access to the cottage at all reasonable times.

7. Cottages will be available from 4.00pm on the first day of your holiday. Departure **must be by 09.30am** on the last day of the holiday so the cottages may be prepared for the next guests.

8. The owners will not be liable to any person staying at South Farm or any person visiting the farm cottages for any personal injury, fatal or non-fatal. Neither shall the owners be liable for any injury, loss or damage to any property including motor vehicles, personal effects or luggage however caused or sustained. Nothing in this disclaimer shall limit the common law rights of individuals.

9. Children must be supervised at all times and particular warnings observed.

10. We reserve the right to charge for breakages, damage and additional cleaning.

**11. Bedding and linen is supplied but we do not provide towels or cot bedding.**

12. We will require a **cash deposit** on arrival of £75 per cottage and £200 for the Farm house, this will be returned via bacs transfer to you after your departure or if you prefer a cheque will be sent in the post. It is at the sole discretion of Debbie and Gary Spencer the resident managers to determine the correct level of deduction for the items listed in item 10.

13. Please note, we do not accept bookings from groups under the age of 25.

14. Whilst we make every endeavour to ensure the accommodation is well presented, if you find any issue that you are not satisfied with, please contact Gary or Debbie Spencer (Managers) within 24 hours of check in to give us the opportunity to resolve the issue.

15. All information and statements are made in good faith and we cannot guarantee or be responsible for its accuracy. All information is correct at time of going to press.