



## **Booking Terms and Conditions**

**Updated 13<sup>th</sup> May 2020 - Coronavirus (Covid-19)**

THANK YOU to all of our guests for your support and understanding during these unprecedented times, we are very grateful!

We will continue to offer flexibility on bookings and we have adapted our cancellation policy below-

**For all bookings taken from 13<sup>th</sup> May to 31<sup>st</sup> December 2020 –**

**If due to the Covid-19 pandemic the Government places a ban on travel either generally or in respect of an individual, meaning that either the owner and / or the guest has to cancel the booking, the owner agrees to defer the booking for up to 12 months from the date of the cancelled booking, or if requested, to make a full refund of all monies paid up to the point of cancellation including deposits.**

The following Booking Terms together with the general information contained on our website form the basis of your contract for your holiday.

Please read carefully as they set out our respective rights and obligations.

All reservations are made subject to these Booking Terms.

- Your cottage will be available **from 5 pm** on the day of arrival. On the day of departure, please vacate your cottage **no later than 9.30am**.
- A deposit of 25% of the total cottage hire cost is payable on booking. Once the booking has been confirmed with a confirmation letter sent to you by post or email, the deposit will form a binding contract between you and the owners (G. W. Winter & Son). Deposits are non-refundable unless the owners are unable to accept the booking. For bookings made less than 4 weeks prior to arrival, full payment is due at the time of booking.
- The full balance is due 8 weeks (56 days) before the day of arrival. If this is not received, the owners have the right to cancel the booking and the deposit will be lost. **Please note – we do not send reminders.**
- Cancellations must be received in writing. The balance payment will be due unless the owners are able to re-let the cottage. Please note that deposits are non-refundable.  
**WE STRONGLY RECOMMEND THAT YOU TAKE OUT CANCELLATION INSURANCE TO AVOID ANY LOSSES.**

- The owners reserve the right to terminate the booking without refund if the behaviour of any guest is deemed unacceptable, or the number of people occupying the cottage exceeds that stated on the website and entered on the Booking Form.
- Our cottages are strictly non-smoking.
- Sorry no pets allowed.
- The owners or their representative shall be allowed access to the accommodation at any reasonable time for maintenance or inspection purposes.
- Free Wifi is available in the cottages for guests. All guests agree not to use the premises broadband for unlawful purposes.
- You are responsible for leaving the accommodation, equipment, utensils etc. in good order and in a clean and tidy condition. We do all that we can to ensure that the accommodation is maintained and cleaned to a very high standard; we hope that you will help us to keep it that way.
- You are asked to report any loss or breakages as soon as they occur, so that they can be repaired or replaced before the next guests arrive. The owners reserve the right to charge for any damage or breakages discovered after the guests have departed. Normal wear and tear will not be charged.
- The owners cannot accept liabilities for happenings beyond their control such as breakdown of domestic appliances, plumbing, wiring, interruptions in electricity, water & WiFi or damage from exceptional weather conditions.
- When a housekeeping deposit has been taken this will be returned in full within 7 working days unless any payment for damage or excess housekeeping is required, in which case the deposit will be returned minus damage/extra housekeeping costs.
- Please notify the owners as soon as possible if you have left any belongings in the cottages and would like them to be returned. Any left items, if unclaimed, will be held for 4 months and then offered to local charities or disposed of.
- The owners accept no responsibility for any injury, sickness, loss, damage to personal property, additional expenses, or inconvenience directly or indirectly caused by or arising from the use of the properties, equipment or access.
- For Health and Safety requirements, we ask that you read the Health and Safety Documentation located in your cottage Welcome Folder on arrival. **Please remember that this is a working farm with large machinery in operation. For their safety, all children must be kept under strict supervision.**

