

Unique Occasions

AT LOVERSALL FARM



ACCOMMODATION TERMS & CONDITIONS

Please ensure you read and fully understand these booking terms and conditions.

Bookings are subject to the following terms and conditions.

- A contract between you and the owner will come into existence when payment is received, and a booking receipt confirmation is issued. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- A non-refundable 50% deposit of the holiday cost is payable at the time of booking. Bookings made less than six weeks before your arrival date must be paid in full, plus the £50 refundable damage deposit (if requested).
- The balance must be paid no later than 1 month before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation and the client will remain liable to pay the balance of the rent.
- All cancellations must be notified in writing. If you cancel your holiday more than 1 year before it is due to start, then your deposit will be forfeit. If you cancel less than 1 year before the holiday, then the 50% deposit will apply. If you cancel less than 6 weeks before the holiday, then the full balance remains due and is not refundable.
- If the country (UK) goes into a mandatory Lockdown and the holiday must be cancelled, then the deposit and any other monies paid will be refunded in full.
- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.

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- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
- No parties or events (including stag and hen parties) – the maximum number of persons using the accommodation at any time must not exceed (8 persons) can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Bookings cannot be accepted from persons under eighteen years of age.
- The owner reserves the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.
- Tenancies normally commence at 14.00 on the day of arrival unless otherwise agreed and guests are required to vacate the rental by 11.00 on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and cleaning caused by pets or smoking will be at the expense of you at a cost of £125.
- Pets:
 - Only 1 dog is allowed at any one time
 - Please don't let your dog onto the furniture, especially sofas and ensure they are kept downstairs only.
 - Guests are responsible for cleaning up after their dog.

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- Damage deposit (if taken) – In making a booking you accept responsibility for any theft, breakage or damage caused by you, pets or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. A security deposit of £50 is required and will be returned within 7 days of the end of your holiday, less the cost of damage/breakages.
- Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage.
- Please do not move any furniture from one room to another.
- Please remove shoes before entering the house.
- Please lock the doors and close the windows when you leave the property unoccupied.
- Please make sure you switch off lights or any electrical appliances when you go out.
- Please don't take any bath towels with you out of the house.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The client may in no circumstance re-let or sublet the property, even free of charge.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds, or hot tub.

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ACCOMMODATION TERMS & CONDITIONS CONTINUED

- No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.
- The owners are not responsible for the loss of any personal belongings or valuables of the guest.
- All inventory must remain in the property and not be taken to another property.
- Hot tub
- The hot tub can be made available at Church View Cottage or the Hideaway Hut only – 48 hours' notice is required, and payment is £80
- Please avoid using glass or sharp objects near the hot tub.
- Please see our further guidance notes regarding usage.
- Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision.
- Please park your vehicles in the designated parking space, ensuring cars do not block access to other properties. Parking is limited to 2 vehicles.
- Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
- We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
- Barbecue – please use the designated barbecue utensils and clean the barbecue after use.
- Candles are not allowed inside the house.
- Check-out – 11.00 on day of departure.

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Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us (Stephanie on 07941 340291) and we will endeavour to put matters right. Any complaints not reported to us at the time and only reported after the client has returned from holiday will not be considered by the proprietor.

We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

This property is privately owned. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.

Other helpful information such as emergency contact details etc is available in the information pack held within the cottage.

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