

STUBBS FARM HOLIDAY COTTAGES

BOOKING TERMS & CONDITIONS

The contract for a short-term holiday rental shall be made between the client and the owners. The person signing the booking form certifies that they are at least 18 years and a member of the party and is authorised to agree the terms and conditions as set out below.

Provisional bookings remain firm for 5 days pending return of booking form and non-returnable 25% deposit. When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide on the Booking Form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email. **Once a booking has been confirmed you are responsible for the full rental value.** The balance is due no later than 6 weeks prior to the arrival date. Non-payment by the due date will be treated as a cancellation by you and you will remain liable for the outstanding balance unless we are able to re-let. Bookings made within 6 weeks of arrival date must be paid in full at booking.

CANCELLATION - Cancellations must be notified at the earliest date and confirmed in writing. Should cancellation occur once the balance has been paid, this will only be refunded if we have been able to re-let. The deposit is non-returnable. **We would advise you to take out holiday cancellation insurance.** Should the accommodation become unavailable for reasons beyond our control we will refund to you all monies paid. No further liability will be accepted.

ARRIVAL AND DEPARTURE - Cottages are available from **4pm** on the day of arrival and you must leave by **10am** on the day of departure.

GUEST NUMBERS - The number of people occupying the cottages must not exceed the number stated on our website and booking form and no person other than those shown on the booking form may be accommodated unless confirmed in advance. No additional visitors may be entertained at the cottages without prior consent of the owner and may incur additional charges.

SMOKING - We operate a **NO SMOKING** policy.

PETS - We are sorry but pets are not allowed.

CLEANING, DAMAGE, BREAKAGES - The cottages should be left clean and tidy and in a similar condition as found on your arrival. We regret that we must ask you to report and pay for any damage or breakage caused in your cottage during your stay.

We reserve the right to enter the cottages at any reasonable time for purposes of inspection or to carry out necessary repairs or maintenance.

COMPLAINTS – Every effort is made to ensure that you have an enjoyable holiday. However, should you have any cause for complaint, it must be reported immediately. No complaints will be entertained at the end of the rental period or after departure. We cannot be held responsible for failure of public utilities such as water and electricity.

The use of the accommodation and amenities including the farm and gardens is entirely at the guests risk and no responsibility can be accepted for injury, loss or damage to guests or their property whilst staying at the cottages.

The owners reserve the right to decline any booking or to cancel the booking without compensation or refund should guests not comply with the Booking Conditions.