

# Booking Terms & Conditions



## **Bookings:**

Our booking periods run Friday to Monday and Monday to Friday. The booked period commences at 4.30pm on the day of arrival, and ends at 10am on the day of departure.

We require a deposit of 20% to secure your accommodation. The 20% deposit is non-refundable, and we advise you to arrange holiday insurance accordingly. The balance is due 6 weeks before the commencement date of your holiday, please note that we do not send reminders. If your booking is made less than 6 weeks before commencement, the whole amount is payable at the time of booking. Short and special breaks are payable in full at the time of booking.

## **How to book:**

Please book on-line, or e-mail or phone us with your requirements. We will reserve your booking and send you a booking form. Your reservation will be held for 4 days after this.

Payment can be made by cheque, on-line transfer or pay-pal (surcharge may apply). Please send your payment and the completed booking form back to us. We will then confirm your reservation, and advise the date by which the balance (if any) is to be paid.

The booking is restricted to those persons listed on the booking form. Any changes must be notified in writing prior to arrival. We will normally be happy to accommodate different or additional party members, but only up to the maximum accommodation of 15.

## **Cancellations:**

In the event of a cancellation, we will endeavour to re-sell the days booked. If we are able to do this, we will refund the 80%, alternatively, we are happy to substitute party members. If you need to cancel your holiday, we must be notified as soon as possible, and the cancellation is to be confirmed in writing.

We accept bookings on the understanding that the premises will be placed at your disposal on the date and for the duration booked. If this should not be possible through circumstances outside of our control e.g. fire, damage, death or illness, we will endeavour to find similar accommodation nearby. If this is not possible, we will refund your deposit and all rent paid, and you will have no further claim against us.

## **Arrival & Departure:**

On arrival, please go to The Plough Farmhouse. We will show you around, and the facilities. Please note that you will not be able to take occupation before 4.30 pm.

On the day of departure, please arrange to vacate by 10.00 am, leaving The Plough reasonably clean and tidy. We would be grateful if you will respect this departure time.

**Smoking:**

The Plough Farmhouse is non-smoking, smoking is not permitted inside or outside anywhere on the premises.

**Pets:**

Pets are welcome on the ground floor only; they must not be allowed on the furniture, and owners must ensure that they are kept to the designated exercise areas, and clean up after them. We provide soil bags.

We reserve the right to ask owners to remove pets who cause a nuisance, or which are badly behaved, or threatening. If this becomes necessary, accommodation can be arranged at a local kennel at owner's cost. Therefore all pets must have adequate inoculations.

**Complaints:**

Whilst we are confident that your holiday will be problem free, please let us know about any problem or complaint at the earliest opportunity. We will do our utmost to correct or resolve the problem immediately, or as soon as the appropriate service can be arranged. We regret that we cannot consider complaints following departure, as it is then too late for us to investigate matters. The action we take in respect of complaints is entirely at our discretion, and our decision is final.

**Other Conditions:**

We hope children will have fun and enjoy themselves; however, they must be properly supervised, and they must not climb over fences, shed roofs, hedges and so on.

Visitors are requested to respect areas marked "Private".

We reserve the right to charge for damage and breakages. Please tell us about any prior to departure.

In the absence of any negligence or other breach of duty by us, the use by visitors of any of the equipment or facilities owned us is entirely at the visitor's own risk.

In the interests of continued improvement, we reserve the right to alter the amenities and facilities provided, to those previously available, or as described in our brochure, website, publicity materials or photographs.