

## Booking Terms and Conditions

This contract is between Church Farm Country Cottages Limited (referred to as "CFCC") and the person completing and signing the booking form and all members of their group (referred to as "you" or "your"). The contract will be subject to these booking terms and conditions and must be complied with. The party leader must be 18 years of age or over at the time of booking.

1. **Cancellation** By making your booking our agreement is a legal contract and your deposit is non-refundable. In the event of cancellation by telephone, which must be confirmed in writing, you will be liable to pay the total amount due. If we manage to re-let the accommodation the re-letting price achieved will be returned to you (less the deposit of 30%).
2. **Cancellation Insurance** Cancellation insurance is not compulsory but strongly recommended to protect against the cancellation penalty above.
3. **Care of the Property** You agree to (a) leave your cottage in good order and clean condition as found otherwise a cleaning charge will be levied; (b) to pay for any loss or damage caused by you, excluding reasonable wear and tear, during occupation; and (c) to pay a cleaning/damages deposit of £50 per cottage when a combination of cottages are used together or at our discretion. Debit or credit card details will be used for this purpose if a separate cheque is not sent.
4. **Payment** Payment of the balance of the total cost of your stay is due eight weeks before the date on which it is to commence. Failure to ensure that such payment reaches the owners by that date may result in the cancellation of the stay and the cottage will become available.
5. **Cancellation by Owners** CFCC reserve the right to refuse any booking or to cancel any bookings already made subject to refunding any sums you have paid in full without further liability on their behalf.
6. **Termination of Stay** The owners reserve the right to terminate your stay if you or members of your group are believed to be causing a nuisance to the other guests or are not treating the property with due respect. You are expected to maintain reasonable standards of behaviour at all times whilst at Church Farm.
7. **Liability** The use of the accommodation and its associated facilities is entirely at the users risk and no liability can be accepted for death, injury, and loss or damage to users or their belongings (including vehicles). The owners shall not be liable to you or any other member of your group for any loss or damage to you or your property however caused.
8. **Number of Persons using the Cottages** There must be no more members in your group than the cottage is designed to accommodate.
9. **Period of Hire** You are required to vacate the property by 10.00am on the day of departure and arrive not before 4.00pm on the day of arrival.
10. **No Smoking Policy** All our premises at CFCC are non-smoking. Smoking is not allowed under any circumstances. If evidence of smoking is found a charge of £100 will be made to cover cleaning and refurbishment costs. Debit or credit card details will be used for this purpose if a separate cheque is not sent.
11. **Pets** All pets are not allowed onto the furnishings or into the bedrooms and bathrooms. Pets should not be left in the cottages unattended. Pets must be kept on a leash and under control at all times and must not be allowed to foul anywhere on the premises of CFCC. Accidental fouling must be removed immediately.
12. **Right of Entry** CFCC, or their representatives, are to be allowed access to the cottages during your stay.
13. **Indoor Swimming Pool and Associated Facilities** You should take all reasonable care and obey the pool rules displayed at the poolside. You are responsible for your own safety and the safety of your children whilst using the pool as it is unsupervised. No lifeguard is in attendance. No children under the age of 16 years must be unsupervised. No additional guests are allowed to use the swimming pool without the prior permission of CFCC.
14. **Complaints** CFCC want you to have an enjoyable stay. If you have any complaints during your stay in relation to our facilities please let us know as soon as reasonably possible, and in any event before departure, to allow remedial action to be taken. CFCC undertake to repair or replace any faulty equipment with all due diligence however no claims will be entertained in respect of equipment which remains faulty for any reason beyond CFCC's control.