



Terms of Booking

By placing a booking with us (the property owner / his/her representative) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and their booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require full payment in advance. Payment must be sent within 7 working days after a reservation has been made, and we must be notified when you have sent your payment.

Payments must be 'cleared funds' before a booking can be confirmed. Payment is only refundable under the conditions set-out here within. Failure to send payment within this time frame will result in your reservation being made available for other booking parties.

Payments can be made via bank transfer or by cheque. Any charges raised against us by our banks for handling dishonoured cheques, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of the occupants of the farm houses surrounding the centre, and of the animals on the farm. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to neighbouring farm houses or livestock.

Check-in & Check-out

Guests must check-in and check-out by the times stated below;

- Check-in after: 3:00pm and before 7:00pm on day of arrival
- Check-out by: 10:00am on day of departure

These times are negotiable by prior arrangement and must take in to consideration the workings of the nearby farm.



Cancellation & Non-Arrival Conditions

Guest who need to cancel a booking should contact us as soon as possible. Payment already sent is only returned in accordance with the following conditions;

- Cancellation made 14 days or more in advance of arrival date = Full payment refund
- Cancellation made 7 days or less of arrival date = 50% of payment refund
- Cancellation made 24hrs or less of arrival date = No refund issued, full amount of booking due

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their payment and the full amount of the booking will be due.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, cigars, snuff or chewing tobacco, is not permitted in any of the buildings and is in accordance with the Health Act 2006.

Alcohol

Whilst alcohol is permitted on site, we ask that people of the legal drinking age drink responsibly. Bottles/cans must be recycled and taken home with the lead guest. We reserve the right to cancel a booking with immediate effect as a result of any disturbance that is reported as a result of alcohol consumption.



Pets & Service Dogs

We do not accept pets throughout the accommodation, except for service dogs. Please inform us if you are planning on bringing a service dog.

Parking

Where on-site parking is provided guests accept that they park their vehicles at their own risk. The centre gate must be closed at all times and must not be climbed on.

Cleaning

Recycling and rubbish must be left in the bags provided, and we ask that you leave the centre clean and tidy.

Your Personal Details & Privacy

Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third party website, including the privacy of those details are explained and set out in our Privacy Policy which you can read on our website.