

GRANGE FARM COUNTRY COTTAGES

TERMS AND CONDITIONS

Contract

Nigel and Penelope Oakey, trading as "Grange Farm Country Cottages" are the owners ("the Owner") of the holiday let accommodation ("the Property"). The Contract is entered into at the time the booking deposit is paid, and is subject to these terms and conditions, made between the Owner and the hirer of the property ("the Hirer")

Regulations Governing the Occupancy of the Property

- Smoking is not permitted in the Property, Housekeeping Room or 'The Meet' games room. Smoking is also not allowed in the vicinity of the Stable Yard, or any other building on the Grange Farm site. Guests ignoring this rule will be asked to leave the premises. If smoking outside, please be mindful of other guests and use the receptacle under the archway for cigarette ends.
- Children under 17 must be supervised by an adult when using The Meet. The Owners may occasionally need to close this room to visitors, when private bookings are made.
- Only those people noted on the booking form are permitted to occupy the property. Any deviation to this must be agreed by the Owners in advance of your arrival and additional guests paid for as appropriate.
- The Property must not be sub-let to other occupants, at any point during the booking.
- The number of occupants of the Property must not exceed the maximum number stated on the booking confirmation.
- Candles are not permitted to be lit within the Properties, or associated buildings.
- The Hirer shall take reasonable and proper care of the Property and its furniture, pictures, fittings and effects.
- The Hirer shall not carry out any activity, or make excessive noise in the Property, or surrounding areas, which might cause a nuisance to the Owner, or the occupiers of the adjoining Properties.
- The Hirer shall not enter any farm buildings, or fields containing livestock. It is the Hirer's responsibility to make their children aware of the potential dangers on the site, including equipment, chemicals and areas of water, and to closely supervise children at all times.

Bookings

Bookings will be confirmed on receipt of approximately 25% of the total rental payable, or the whole amount is due if within 42 days prior to the date of the commencement of hiring. If the balance of the total rental payable is not paid prior to this date with clearer funds, we reserve the right to cancel the booking and forfeit the deposit paid.

Cancellation

Any cancellation must be sent to us in writing by the Hirer named on the booking form. The effective date of cancellation will be the date that the written notification is received. This cancellation policy includes the cost of all additional services booked, ie dogs, horses, sofa beds.

Cancellation date before the commencement of Let

More than 56 days
Less than 56 days

Cancellation Charge

Loss of Deposit
Full cost of the let

In the event that following cancellation we are able to re-let the accommodation for the period booked, 80% of the charge will be refunded to the Hirer. In the highly unlikely event of cancellation of the reservation due to unavailability of the accommodation sought, we will endeavor to provide suitable alternative accommodation. In these circumstances, if the alternative accommodation offered is not acceptable to the Hirer, we will provide a full refund.

Cancellation Insurance

Cancellation insurance is not compulsory, but we do recommend such insurance cover to protect the Hirer against the cancellation penalties.

Holiday Accommodation

All Grange Farm Country Cottages are let as holiday, or short stay accommodation and do not create a Landlord and Tenant relationship within the meaning of the Rent Acts.

Hirer Responsibilities

The Hirer is responsible for the cottage during their period of rental and is expected to take reasonable care of it. **All equipment and utensils must be left clean and tidy at the end of the hire period. Please leave your accommodation in the same state of cleanliness, general repair and the order in which it was found.** Please inform us of any damages, breakages or equipment failures. The Hirer agrees to pay for any damages, breakages, additional cleaning, or loss of cottage property, such as keys. The Owners reserves the right to charge a cleaning/breakages deposit, particularly from larger groups, and cottage bookings when guests staying are from more than one family.

Termination of Booking

The right is reserved to terminate the booking with immediate effect if the Hirer fails to observe the Regulations imposed by the Owner. In the event of termination, the Hirer will not be entitled to any refund of the hiring fee paid. The Regulations are set out overleaf and the Owner reserves the right to alter, amend or add to the Regulations at any time.

Complaints

Any complaints must be referred to the Owner, who will promptly and fully investigate the matter and ensure that corrective action is taken, if the complaint is found to be substantiated. The Owner will not entertain, or consider any complaints unless the complaint or problem has been raised by the Hirer in the course of the hiring, or in circumstances in which it is possible for the Owner to investigate the complaint effectively and take the necessary corrective action.

Liability

The Owner will not accept any responsibility for the personal belongings of the Hirer, or the Hirer's motor car and it is the responsibility of the Hirer to arrange appropriate insurance in respect of these items.

Occupancy

The Hirer shall be entitled to occupy the Property from 3.00pm on the day of arrival and must vacate the Property by 10.00am on the day of departure, unless there has been prior agreement to the contrary with the Owner.

Right of Entry

The Owner shall be allowed the right of entry to the Property at all reasonable times for the purposes of inspection, or to carry out any necessary repairs and maintenance.

Allergies

If you have an allergy to feathers, please bring your own bedding with you. If you have allergies to animals, please be aware that there are many animals on the farm, and as we accept dogs, your cottage will occasionally have had dogs, or maybe cats staying in it.

Dogs

PLEASE SEE OUR SEPARATE DOCUMENT 'HOUSE RULES FOR VISITING DOGS'. Failure to adhere to these rules may unfortunately in some cases result in the Owners asking guests to vacate their property before the end of their stay.

Thank you, Nigel and Penny Oakey

Updated: January 2016