



# Elms Farm Cottages

## Terms and Conditions

1. You can book the accommodation and take up any special offers if the offer is still available.
2. You must be aged 18 years or over.
3. We reserve the right to refuse any booking.
4. Payment is only accepted by sterling cheque, credit card, or by direct credit to our bank account (bank details will be supplied on request).
5. If your booking is **less than 8 weeks** before your stay, you should pay the total amount due and send with a completed Booking Form for all types of Let (Weekly, Mid-week or Weekend Lets).
6. If your booking is **more than 8 weeks** in advance of your stay, you should pay:
  - a. Weekly or longer Lets - 50% deposit with a completed Booking Form. The remaining balance must be received no later than 8 weeks before your booking starts.
  - b. Mid-week or Weekend Lets - Full payment with a completed Booking Form.
7. Occasionally problems occur and we may have to make alterations to your booking. If this does happen we will contact you as soon as possible and inform you of any cancellation or change. Refunds will be made in full for any payments made by you unless the cancellation is due to circumstances beyond our control, or due to non payment of any balances due to us. We cannot accept any claims other than those described in these conditions.
8. In the event of cancellation please telephone us immediately when every effort will be made to re-let the cottage. If the cottage is re-let you will receive a refund less a £25 cancellation charge. If we are unable to re-let the cottage you will be liable for the full amount of the booking. You are strongly advised to take out holiday cancellation insurance before booking.
9. If any payment relating to the booking is not paid by the appropriate date we can treat your booking as cancelled by you and charge you cancellation charges which can be as high as the total cost of the booking.
10. When you make your booking you take on the responsibility of paying for the booking in full.
11. We aim to ensure that the information provided is accurately conveyed in the brochure/website or advertisements. There may be small differences between the actual property and its description as we are always seeking to improve our services and facilities.
12. It is the responsibility of the hirer to take out all necessary insurance for possible travel problems, sickness, accidents, death etc. We do not include any form of insurance in this letting, nor can we accept any claim relating to holiday insurance of any sort. We shall have no liability to you for the death or personal injury to you or any member of your party, unless it results from our act or omission. You must take all necessary steps to safeguard your personal property and no liability to you is accepted in respect of damage to, or loss of such property.
13. You can arrive at your cottage between 3.00pm and 6.00pm on the start day of the booking, and you must leave by 10.30am on the last day. If your arrival is delayed you should advise us as soon as possible so that alternative arrangements can be made.
14. You agree to keep the accommodation clean and tidy, and leave the property in a similar condition.
15. You are responsible to us for the actual costs of any breakages, losses or damage in or to the cottage - along with any additional costs that may result - which are caused by you or your party, and we require immediate payment from you to cover any such costs.
16. We are entitled to refuse to hand over to you, or repossess accommodation if we reasonably believe that any damage is likely to be caused by you or your party or can repossess the cottage if damage has already been caused. These circumstances will be treated as a cancellation by you.
17. You cannot allow more people than has been entered on the Booking Form to stay in the cottage, nor can you take your dog into a cottage unless you have booked this and paid the charge of £20 (except where the dog is a guide dog). If you do, we can refuse to hand over the cottage to you, or can repossess the cottage. Either circumstance will be treated by us, as a cancellation by you.
18. Dogs are not allowed on furniture, beds or chairs and any damage caused will have to be paid for. They must not be left unattended in the cottage and must always be kept on a lead.
19. You must allow us access to your cottage at any reasonable time during your stay.
20. Sub-letting of the cottage is strictly prohibited.
21. We cannot accept responsibility for breakdown in public or local supplies, including water or electricity, nor any claims against inconvenience caused by building works that may be deemed as necessary by us. In the case of any breakdown the hirer is asked to notify us immediately. We will use our best endeavours in conjunction with the service company concerned to correct the fault as soon as possible.
22. Any complaints must be made known to us immediately. No complaints will be entertained after the end of the hiring period or after the hirer has departed.