

## BOOKING TERMS AND CONDITIONS

### ARRIVAL and DEPARTURE

1. Your cottage will be available from 4:00pm on the day of arrival (unless agreed with us in advance).
2. Your cottage should be vacated by 10.00am on the day of departure unless agreed with us in advance. Otherwise a late departure fee will be payable which will be calculated as the pro-rata daily rate from your total rental cost before discounts (minimum one day).
3. Accommodation in your cottage is restricted to the persons named on the booking form. The number of persons accommodated in your cottage must not exceed the number advertised on our website at the time of your holiday. In the event the maximum number is exceeded we reserve the right to terminate your booking without notice and without refund and a proportional surcharge for the full duration of the booking will be payable.
4. Bed linen and towels will be provided for the number of guests booked. If you require a change of linen and/or towels during your holiday then £5 for towels per person and £5 for bed linen per person will be payable.
5. You are responsible for keeping the cottage in a clean and tidy condition. Our cottages are cleaned at the end of each stay, if you require an interim cleaning service during your holiday then a charge of £25 for a 2 bedroom cottage and £35 for a 3 bedroom cottage will be payable.
6. You are responsible for the repair and/or replacement costs of any damage or breakage. Please notify us of breakages to ensure the cottage is fully equipped for future guests. Please check the inventory on arrival and report any discrepancies.
7. Please leave your cottage in a clean and tidy condition. We reserve the right to charge an excess cleaning fee (subject to a minimum of £25) if your cottage is not left in a reasonable state of tidiness and cleanliness.
8. Smoking is not permitted in any of our cottages or other buildings. We reserve the right to charge a cleaning and defumigation fee (subject to a minimum of £100) if you or any members of your party smoke in your cottage or any other buildings.

### SWIMMING POOL and LEISURE FACILITIES

9. The leisure facilities including the swimming pool, games room and other facilities are for use by persons residing in the cottages and named on the booking form only and are not intended for use by visiting guests. In exceptional circumstances we may permit use of the leisure facilities by visiting guests at our sole discretion for which there is a charge payable in advance of £10 per person per day. If not agreed in advance then the charge payable is £20 per person per day.
10. You are responsible for ensuring the swimming pool rules are observed at all times for the safety of all members of your party and all other guests. These rules are for your safety and security. Any breach of the swimming pool rules may result in access to the pool being denied for the duration of your holiday.

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11. A non-refundable deposit of 30% of the value of the booking must accompany the application form for the reservation of the cottage. All reservations are subject to written confirmation following payment of the deposit. If the application is not accepted, the advance deposit will be refunded in full.
12. The balance of the total rental cost must be paid in full at least 8 weeks before the holiday is due to commence. The full holiday price is payable at the time of booking where the holiday starts within 8 weeks of date of booking. Failure to send the required amount by the date due may, at our discretion, be regarded as cancellation of the holiday by you and the advance deposit will not be refunded. If we are unable to re-let the property then you will still be liable for payment of the full balance.
13. Should you have to cancel your holiday please inform us by telephone and confirm in writing. Every effort will be made to re-let the unit. If the unit is re-let we will refund your payment or the amount of the new letting (whichever is the lower) less an administration fee of 30% of the full list price of your holiday before any applicable discounts (subject to a minimum of £100).
14. Bookings may be changed to an alternative date or cottage not less than 8 weeks before your holiday (subject to availability) on payment of a change fee of 30% of the full list price of the holiday before any applicable discounts (subject to a minimum of £50). A change of date or cottage less than 8 weeks before your holiday will be subject to our cancellation terms.
15. **We strongly recommend that you take out holiday cancellation insurance to cover yourself in the unfortunate event that you need to cancel your holiday. All payments to Bamham Farm Cottages Ltd are non-refundable with the exception of the circumstances described above.**
16. If for any reason beyond our control (e.g. fire damage) the property is not available for you on the date booked, all rent and charges paid in advance by you will be refunded in full but you shall have no further claim.
17. Reservations may not be accepted for all male or female parties at our absolute discretion.
18. All bookings are required to provide valid credit or debit card details for security before the holiday commences as detailed on the booking form. Alternatively a refundable security deposit of 50% of the total holiday rental cost (subject to a minimum of £500) can be paid in cleared funds before the holiday commences. Security deposits will be returned within 14 days of the end of your holiday.
19. We reserve the right to charge an additional cleaning and damage deposit payable before we accept any booking at our discretion.
20. We reserve the right to upgrade any booking, without extra charge to the customer, to a more expensive and/or larger cottage if necessary.
21. Payments by MasterCard Signia, Visa Business, Visa Corporate, Visa Purchasing and all international (non-EU) cards will incur a 4% card processing fee to cover the higher costs imposed by Visa and Mastercard on these cards which may take up to one month after your holiday to process and may show as a separate transaction on your statement.

### DOGS

22. One dog per cottage is accepted by prior arrangement only. Additional dogs will be subject to a charge of £25 per dog per week (or part week). Dogs arriving without prior notification will be charged at £25 per dog per week (or part week).

### DISCLAIMER

23. Whilst every endeavour is made to ensure that the particulars of our brochure, literature and website are correct, we cannot be held liable in respect of changes or alterations made.
24. We cannot accept any liability for injury or loss of life to any person on the premises under any circumstances or for loss or damage to any property brought onto the premises or for any loss or damage caused to any vehicle on the premises.
25. We reserve the right to decline accommodation and to demand the immediate withdrawal of any persons not complying with these conditions, or believed to be not complying with these conditions, or for any conduct detrimental to the property or amenities, or for any conduct affecting the safety or comfort of any other guests.
26. We cannot be held responsible for any breakdown of amenities or equipment. We will make every effort to rectify any faults or make repairs as soon as possible.
27. We aim to maintain the highest standards at Bamham Farm Cottages. In the event that any problems do occur you should contact us immediately. Complaints should be made within 24 hours of the incident giving rise to the complaint and must be notified to us in writing before your departure. If this procedure is not followed we will not consider any claim under any circumstances. But we hope you will never have cause to complain.

### PRIVACY POLICY

28. We take your privacy very seriously and your contact details will never be passed to any third parties. We comply fully with the Data Protection Act. If you have opted in to our mailing list and no longer wish to receive future correspondence from Bamham Farm Cottages you may unsubscribe at any time and we will not send you any future mailings or special offers.

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