

## **LOWER CAMPSCOTT FARM BOOKING TERMS AND CONDITIONS**

\*\*\*PLEASE NOTE THAT CERTAIN ASPECTS OF THESE T& C'S HAVE BEEN SUPERCEDED BY OUR COVID FLEXIBLE BOOKING POLICY, DETAILS OF WHICH CAN BE FOUND ON THE HOME PAGE OF OUR WEBSITE\*\*\*

### **PAYING FOR YOUR HOLIDAY**

Provisional bookings may be made online, by telephone or email and must be followed by the required payment and, if applicable, a completed booking form signed by the lead guest who must be over the age of 18 and authorised to accept the terms and conditions by all persons named.

We require a no-returnable deposit of 25% of the total holiday cost be received by us within 7 days to confirm your booking. If we do not receive your payment, we reserve the right to release your reservation and we will not be able to guarantee that the accommodation will subsequently be available.

Payments may be made in Sterling by cheque (payable to Lower Campscott Farm) or bank transfer (Sort Code: 30-93-14, Account number: 01196408). Online bookings will generally request payment using a credit/debit card but for other bookings email [holidays@lowercampscott.co.uk](mailto:holidays@lowercampscott.co.uk) or ring 01271 863479 and we can email you a payment link. Please note, this option does NOT incur a fee.

The balance of your holiday payment is due six weeks before the first day of your planned holiday. We will send you a reminder but in the event your payment does not reach us by the said date we reserve the right to re-let the property concerned. In such circumstances you are asked to refer to the section entitled "Cancellation by you".

### **CANCELLATION BY YOU**

**More than 6 weeks prior to arrival date – 25% of full cost (non-returnable deposit) / Less than 6 weeks prior to arrival date – 100% of full cost**

In the event of cancellation by you less than 6 weeks before your holiday, we will do our best to re-let the accommodation and if we are successful you will be liable to pay only 25% of the cost, the non-returnable deposit. If we are unsuccessful then the full amount of your holiday must be paid by you. It may be possible to transfer your booking to an alternative date and your deposit would also be transferred. For your peace of mind, you may wish to take out travel insurance to cover this eventuality.

### **CANCELLATION BY US**

In the unlikely event of your self-catering accommodation not being available then we will refund in full any monies paid, however if you request us to do so we will make every reasonable effort to find alternative accommodation of a similar nature and price. Please note, we cannot be held liable for any consequential loss you may suffer or to reimburse any incidental expenditure incurred.

### **ARRIVAL AND DEPARTURE**

The earliest time of arrival is 4pm and the latest time for departure is 10am. Although we try to be as flexible as we can, this time is required to clean and service the accommodation.

## **DAMAGE AND NUISANCE**

The supervision of children, babies, dogs, and any adults requiring care remains your responsibility at all times.

You are responsible for leaving the accommodation in good order and clean condition. We reserve the right to levy a cleaning charge should the condition of the property make this necessary. You are expected to pay for any damage or loss however caused, excluding reasonable wear and tear incurred during occupation.

Please do not cause nuisance or annoyance to occupants of nearby properties. The owner requires reasonable access to the property if it is deemed necessary; and in an emergency this may be without notice.

Do not to allow the property to be occupied by more than the maximum number of persons stated.

Please ensure you take all due care in the accommodation, on the Farm, and surrounding land and always take responsibility for your own safety.

If in our opinion any person is not suitable to continue their occupation of the property because of unreasonable behaviour, damage or nuisance to other parties, the contract may be discharged, and we may repossess the property immediately. You will remain liable for the whole cost of hire and no refund shall be due.

## **COMPLAINTS AND CONCERNS**

The owners should be made aware of any complaints or concerns as soon as is reasonably possible to give a chance to rectify the situation. In every case a complaint must be notified before departure. We cannot accept complaints notified after departure.

## **YOUR CONTRACT**

A binding contract exists when your booking is accepted by us. The contract is governed by English Law. It is mutually understood and agreed that the contract is made at Lower Campscott Farm and that any dispute, claim or any other matter that arises out of this contract shall be conducted in the County Court nearest to the owner. All reasonable efforts have been made to ensure that descriptions given to you in relation to a particular property are accurate. You acknowledge that minor differences may arise between photographs, descriptions and illustrations and the actual property. If you have any specific requirement you are advised to confirm that requirement with the owner prior to booking.

General Data Protection Regulation 2016 All personal and other information and details collected by Lower Campscott Farm in the course of its business belong to us and will not be disclosed to any third party. If you wish to be removed from our marketing lists, please contact us. Please see our website for our full privacy policy or contact us for a copy.

Kathy & Tony

Revised & updated 09/02/2021