



ORCHARD BARN

BOOKING TERMS AND CONDITIONS

These Booking Conditions contain important information and set out contractual terms and conditions which apply to the booking you make with Orchard Barn Cottage. These booking conditions include some exclusions and limitations of liability and it is therefore important that you read them carefully

Contract

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via email.

Payment

Failure to make a final payment of the balance of rental and any other agreed costs or fees within the specified time will be treated as a cancelled booking. A reminder will not necessarily be sent when the balance of payment is due and in the event of not receiving the required balance the holiday will be deemed to be cancelled and all payments made forfeit and the property made available for re-letting

Booking

Your reservation will be accepted upon payment of a deposit of 40% of the holiday cost. This will then be confirmed to you either by e-mail usually within 5 days. The balance will be payable any time up to 6 weeks before the start of the holiday. If booking within 6 weeks of the intended holiday date, the whole cost is payable upon booking. Non payment by the due date may be treated as a cancellation. If it is, then the deposit will be forfeit. No booking shall be deemed to have been made until a booking form and remittance is received and confirmed. In the event of late booking the Booking Form must be handed to the owner on arrival.

Method of payment

BACS Wire Transfer, Internet Banking or Cheque.

CANCELLATION

If cancellation occurs within 8 weeks of the start of the holiday, we will endeavour to re-let the cottage but if unsuccessful you will forfeit the balance of the holiday cost.

ARRIVAL AND DEPARTURE

Your cottage will be available from **3 p.m.** on the day of arrival. Please vacate the cottage by **10:00 am** on the day of departure. Please advise us if you intend to arrive after 6 p.m.

MAINTENANCE / RIGHT OF ENTRY

We reserve the right of entry to the property at reasonable times to carry out any necessary repairs and maintenance or to inspect the property.

GUESTS

Occupation of the cottage and use of the facilities is limited to the number of guests named on the booking form and shall not exceed the number agreed at the time of booking to a maximum of 8 guests (except for babies under 2 years). Should you wish to make alterations to the numbers of guests please ensure that you have our prior permission. There is a £75 fee for the use of each sofa bed for up to two additional guests.

We may refuse entry to the entire party if you fail to observe this or any other booking conditions. The person signing the booking form certifies that he or she is authorised to agree the booking conditions herewith for and on behalf of all other members of the party. The person signing the booking form must be an adult member of the party 18 years of age +. We provide cot / high chair free of charge for children aged 2 and under. Furniture may not be moved without prior permission of the owners.

PETS

Pets are allowed at the owner's discretion, except for guide dogs or hearing dogs and this must be by prior arrangement. Policy regarding pets is due to livestock in surrounding fields and is not discriminatory to pet owners in any way. Pets cannot be left unattended. Pets are not allowed upstairs or on any furniture. Pets must be kept on leads outside Orchard Barn at all times. Please clean up dog fouling outside the property and in the vicinity of the farm.

DAMAGE / BREAKAGES / LOSS / CARPETS - HIRERS OBLIGATIONS

Breakages/ Damages Loss/ Carpet Damage must be reported immediately to the owners. Broken items must be replaced by the hirer with similar or advised to the owner to enable this to be done at replacement cost to the hirer, attention to this condition would be appreciated. We do not normally charge for minor accidental damage and breakage. You agree to authorise the owner to retain the security deposit to cover damages or extra cleaning / breakages.

USE OF AMENITIES

Use of amenities and facilities. The use of any amenities or facilities of the property by the holidaymaker and any member of their party or invited guest is entirely at their own risk.

ACCESS

The property owner or his/he representative shall be allowed access to the property at any reasonable time during the holiday occupancy. We will advise you of this in advance to agree a suitable time.

FORCE MAJEURE

In the event of failure or services or facilities outside of the owner's control, i.e. electricity, gas, water etc, also attractions and facilities outside of those of the property and any leisure activities promoted on the web site, also weather conditions that affect travel, then the agent or owner will not be held responsible or liable in full or part for refund or compensation, this save where a property is deemed unsuitable for use, e.g. fire or flood when the liability will be only to a maximum of the rental paid.

LINEN

We provided linen and bathroom towels. They must not be removed from the property. Please remember to bring your own beach towels. A change of linen will be provided for bookings of two weeks or more. Cot linen is also provided for the travel cots.

CLEANING / COMPLAINTS

Cottages are cleaned and inspected between lets. On arrival please notify us of defects within 24 hrs, failing which you are deemed to accept the condition of the property. **By accepting our terms and booking conditions the client has agreed to leave the property including the Hob, Oven, Grill, Carpets and all kitchen appliances in the same clean and tidy condition at the end of the rental period as at the beginning.**

PARTY BOOKINGS

Bookings from persons under the age of 25, or groups where the majority of the members are under the age of 25 are not normally accepted but consideration will always be given on receipt of full details. This policy is not to be discriminatory, but it is to merely to protect our property.

ORCHARD/ BBQ

Garden furniture and BBQ equipment must not be removed from the premises. The BBQ must be left in a clean condition as found at the start of your rental period. A charge of £15.00 will be made to reinstate the BBQ to a clean condition if this is not done.

AT THE END OF YOUR STAY

Please notify us when you intend to check out so that we may inspect the property before you leave to avoid any discrepancies. On departure you must ensure the property is properly secured.

Smoking

Our cottage and facilities are strictly non-smoking.

General Safety

While on the premises you are asked to observe the regulated driving speed, walking pace or less. Young children and animals are on site. Please read the 'Fire Risk Assessment' in the cottage information/welcome book. Familiarise yourself and your party with the exit route in case of fire.

Our cottage has hard-wired smoke alarms and a carbon-monoxide alarm.

CLEANING / DAMAGE CONDITIONS

The Damage & Cleaning Sections of these conditions are to ensure that the high quality clients expect on arrival, are maintained between clients leaving and arriving.

Contract

By proceeding with the booking you agree to the Conditions / Terms of Booking.

The contract is made on the terms of these booking conditions and is deemed to be made at The Orchard barn Woodhayes Honiton Devon EX14 4TP. The Contract will be governed by English Law subject to the exclusive jurisdiction of the English Courts.

These booking conditions supersede and cancel all previous issues.