



## OLIVEMEAD FARM HOLIDAYS

### TERMS AND CONDITIONS – ROOM ONLY

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We look forward to welcoming you. When you make your booking you are entering into an agreement with us. Please read our terms and conditions of booking below.

**Arrival and Departure:** Check in is available from 4.00pm to 8.00pm (16:00 to 20:00) on the day of arrival. Check-in times outside of those specified must be confirmed with us prior to arrival. We ask that you please vacate your room by 10.00am (10:00) on the morning of departure.

**Reservations:** Please note the cancellation policy before committing to a reservation.

**Cancellation by the Guest:** We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels or fails to show up. We do, however, appreciate that unforeseen circumstances can intervene, and we try to be as sympathetic and helpful as possible in such cases. In the event of a cancellation up to 7 days prior to the scheduled date of arrival no charge will be made.

If you cancel your reservation within 7 days of the scheduled date of arrival a cancellation charge equivalent to the room(s) single night rate will be made. Guests failing to arrive, without notification, may be responsible to a charge equivalent to the total reservation price.

We take all Bookings in good faith, as we are unable to judge reasons for change, cancellation or non-arrival, guests are reminded that no exceptions to the above conditions. We advise that you take out a suitable insurance product to cover against unexpected costs such as cancellation fees. In addition, we may take legal action, through the Courts, to recover any outstanding debts.

**Cancellation by Us:** Should it become necessary for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full.

**Car Parking:** A car park is available for guests' use in front of the farmhouse. Cars parked here are at owner's risk.

**Change of Room:** If a booking is taken out for a specific room and the room reserved is required to meet a specific guest needs or rendered unusable via circumstances beyond our control, we reserve the right to transfer the booking to an alternative room.

**Damage and Breakages:** Please take care of our home. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur especially if you accidentally spill something – it's much easier to clean if we know what it is and act quickly. We do not normally charge for breakages, but we reserve the right to charge for repair or making good if the damage is significant.

**Data:** Some of the data gathered during the course of a booking may be held on computer. We would like to hold this data after your visit to be able to inform you of future offers. If you would prefer us not to hold this information please let us know.

**Keys:** You have access to the building and your room 24 hours a day throughout your stay. Lost keys will be charged at £5.00 each.

**Liability:** We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

**Lost Property:** We are happy to return items that have been left following departure. However, there will be a minimum charge of £5.00 to cover postage and packaging.

**Missing Items:** We reserve the right to charge for missing items

**Payment:** Payment is due on arrival. We accept cash or cheque payments for all bookings and selected card payments for stays of 3 nights or more.

**Pets:** Should you wish to bring a pet please discuss with us before arrival.

**Prices:** We reserve the right to change our prices at any time. This does not affect bookings already made.

**Smoking:** Smoking is NOT permitted within any part of Olivemead Farm house. Please note that offending guests may be asked to leave immediately and may be liable for professional cleaning of any rooms and any outstanding balance of nights booked but not taken through early departure.

**Termination Policy:** Olivemead Farm Holidays reserve the right, at its discretion, to terminate, without notice, an individual's stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others (Please note that non-compliance of our non-smoking policy may constitute termination). In such circumstances any outstanding account must be settled, no refunds will be made.

**VAT:** We are not VAT registered.

**Wi-Fi Access:** By using our Wi-Fi Service you automatically agree to the terms and conditions of use in force at the time.

*We reserve the right to amend these terms and conditions at any time.*