



OLIVEMEAD FARM HOLIDAYS

TERMS AND CONDITIONS – SELF CATERING

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.

Electricity, heating, bed linen and towels are included in the tariffs.

Please note that **NO SMOKING** is permitted in either, Swallow, Skylark or Fieldfare Cottage.

Short Stay Bookings: Mid-week and weekend bookings will be accepted in low season, at short notice only.

Deposits: All offers of accommodation are subject to availability and no booking can be accepted unless accompanied by a deposit of 25% of the tariff. This deposit is only refundable if the required accommodation is not available.

Payment: The balance of the tariff must be paid 30 days before the date of arrival. Cheques should be made payable to Mrs S Candy. In the event of the balance not being paid by the due date, we will reserve the right to cancel your booking and re-let the cottage. If re-letting cannot be arranged you will still be liable for payment of the balance. We are not VAT registered so no VAT is payable.

Cancellations: Notice of cancellation must be sent by registered post or recorded delivery letter. In the event of a cancellation every effort will be made to re-let the cottage. In the unlikely event that re-letting cannot be arranged, you will still be liable to pay the balance of the tariff. If the cottage is re-let the balance will be refunded to you in full. In the event of any cancellation being caused by death, accident or illness, to any members of the party, as listed on the booking form and where a medical certificate accompanies the notice of cancellation, the balance of the tariff will be refunded. We recommend that you take out appropriate travel insurance.

Arrivals and Departures: Bookings are from 4.00 pm on the day of arrival until 10.00 am on day of departure. Guests are asked to leave the cottage clean and tidy as it was on arrival when vacating. We reserve the right to charge a cleaning fee to guests who fail to comply.

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

Keys: These will be given to you on your arrival. **Please remember to return your keys on departure.**

WiFi: We do provide free Wi-Fi, however we cannot guarantee a consistent service. Use of our Wi-Fi implies acceptance of our Wifi terms of use.

Breakages: We would like to point out that the hirer is legally held responsible for any damage or breakage, for which a charge will be made. We would appreciate notification of breakages, to ensure the cottage is fully equipped for future guests.

Pets: No pets are allowed in the property unless by prior arrangement.

Number of Guests: The exact maximum numbers of guests (not counting cots) in Swallow Cottage is 6/8, Skylark Cottage 4/6 and Fieldfare Cottage 2/3. All guests must be entered onto the booking form. Extra guests cannot be accommodated.

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

Whilst every endeavour is made to ensure that the particulars of our brochure and literature are correct the proprietors cannot be held liable in respect of changes or alterations made. The proprietors are relieved of any liability for accidents to visitors and any loss or damage to their property.

The proprietors reserve the right to decline accommodation and to demand immediate withdrawal of any persons not complying with the conditions, or for any conduct detrimental to the property or the comfort of the other guests.

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