

Grange Farm Holiday Cottages and Static caravans

Terms & Conditions

Bookings for our holiday cottages and Static caravans are subject to the following terms and conditions.

BOOKING WITH US

- You agree to these terms and conditions when you make payment to us and we accept your booking with our 'confirmation of booking'. Our confirmation of booking will detail the dates of your stay.
- This contract applies to you and all members of your party. It is your responsibility to ensure that they all are aware of and accept our terms & conditions.
- To secure your booking we ask for a non-refundable deposit of £150.00. This is payable at the time of booking.
- The balance of the cost of your stay must be received no later than 6 (six) weeks before your arrival.
- For bookings made less than 6 (six) weeks before the arrival date, full payment is required at the time of booking.
- If you are booking your ferry crossing with us, the full cost of the journey must be paid at the time of booking. We can only book ferry crossings if you are staying at Grange Farm.
- At this stage, we recommend you take out travel insurance as refunds cannot be given for cancellations unless we manage to re-book the cottage for the dates of your rental agreement with us. Grange Farm cannot accept responsibility for any loss that you may incur due to your cancellation
- We may ask for a £100.00 refundable Damage Deposit. This is payable at the time of booking and must be paid by card or BACS (sorry, we do not accept cash). In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. Your Damage Deposit will be returned to you within 7 days from the day of departure, once we have inspected the property and ensured there is no requirement for replacements or extra cleaning.
- Sorry, we cannot accept bookings from persons under 21 years of age and we cannot accept bookings from an adult over 21, where all occupants during the stay will be under the age of 18 years.
- We reserve the right to refuse a booking without giving any reason.

CANCELLING YOUR STAY WITH US

- Please notify us immediately by calling +44 (0) 1983 740296 or emailing grangefarmholidays@gmail.com if you wish to cancel your stay with us.
- If you cancel your holiday more than 6 weeks before your arrival date we reserve the right to keep your deposit.
- Ferry travel booked via Grange Farm as a part of your stay, will be cancelled at the same time as we cancel your accommodation.
- Ferry costs are refundable, but we will deduct a cancellation fee of £15.00 per return ticket.
- We cannot refund ferry costs if notification is given AFTER the travel date or time.
- If we have to cancel your booking due to exceptional circumstances beyond our control, we will notify you as soon as possible and refund all payments you have

made to us. Our liability will be limited to payments made to us for accommodation and ferry crossings booked direct.

- If you have booked via an agent then please check their terms and conditions.

STAYING WITH US

- Your accommodation will be ready for you from 16:00pm on the day of your arrival. Please vacate by 10:00 am on the day of your departure.
- The number of persons using the accommodation at any time must not exceed the number stated on your booking and only those people listed on the booking details can occupy the accommodation.
- Smoking is not permitted inside the cottages or any building on Grange Farm.
- Please supervise children under 18 at all times. As a working farm on the coast, there are hazards from moving vehicles and sea safety should be considered. Children must be supervised by an adult at all times when wandering around the farm.
- Dogs/pets are accepted strictly by prior arrangement and only in pet allowed accommodation . We reserve the right to refuse certain breeds.
- In cottages/static caravans where we have allowed your pet to stay, we ask that you bring your own pet bed. Please do not let them use the furniture and bedding as a place to sleep or sit.
- We run a family friendly site, so please keep your Dog(s) on a lead and do not take them into the farm yard.
- Some of our cottages are specifically non pet in respect of allergy sufferers. Pets are not allowed in this accommodation under any circumstances. Please respect this request.
- The price quoted for your stay in our cottages includes bed linen, basic cleaning materials, electricity, water, parking, wifi and an end of stay clean.
- The price quoted for your stay in our static caravans includes mattress protectors, pillows, blankets and bedspreads, basic cleaning materials, electricity, water, parking, wifi and an end of stay clean.
- Please ensure all items supplied during your stay are kept in the property. Please don't take them elsewhere.
- We recommend you lock doors and windows when the cottage/static caravan is unoccupied. This helps to keep your stuff secure and your insurance valid.
- Please look after the keys we give you on arrival. If you can't return them to us on departure, we will have to charge you the cost of replacement.
- Grange Farm is privately owned and is also our home. Please treat it, our staff and our animals with respect.

ON DEPARTURE

- Please leave your accommodation clean and tidy. It really helps us if you place used bed linen and towels in one place and ensure bins are emptied.
- We work hard to make sure that everything works properly in your cottage/static caravan . If there is anything wrong, or you notice any damage, please let us know straight away. We will do our best to fix the problem. Some breakages are inevitable, but we do ask you to let us know so that we can ensure the cottage continues to be stocked properly for future guests. We inspect accommodation after every departure, so this also helps to prevent you being surprised by extra charges.
- We reserve the right to make a charge to cover additional cleaning costs if you leave your accommodation in an unacceptable condition.

SOME IMPORTANT STUFF

- We reserve the right to enter your accommodation at any time. We always prefer to ask you first, but sometimes it is necessary to undertake essential maintenance or inspections.
- In order to prevent accidents and injury please do not enter occupied livestock fields, stables, animal pens or other animal housing.
- Please do not feed the animals. Feeding them the wrong food can lead to illness or death of the animal.
- We reserve the right to terminate your booking without notice, compensation or refund should you choose to break any of our terms and conditions. This includes unreasonable behaviour and any action that might impair the enjoyment, comfort or health of others including our livestock.
- If you have any problem or complaint concerning your holiday please tell us immediately and we will endeavour to put matters right. Any complaints reported after your stay has ended, will not be considered by us.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

FINALLY, sorry about all that legal stuff, most of all we hope that you enjoy your stay with us!