

Grange Farm Holiday Cottage and Static Caravan Terms & Conditions

Bookings for our Holiday Cottages and Static Caravans are subject to the following Terms and Conditions (T&C's). We reserve the right to make amendments to these T&C's without notice.

BOOKING WITH US

- You agree to these T&C's 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 T&C's.
- To secure your booking we ask for a non-refundable deposit of £150.00 per week including short stays, 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 accommodation for the dates of your rental agreement with us (excluding deposit percentage). Grange Farm cannot accept responsibility for any loss that you may incur due to your cancellation
- We may ask for a £100 refundable Damage Deposit. This is payable at the time of booking and must be paid by card or BACS (we cannot 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

- If you wish to cancel your stay with us please notify us immediately by calling +44 (0) 1983 740296 or emailing grangefarmholidays@gmail.com
- 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. Our liability will be limited to payments made to us for accommodation and ferry crossings booked direct with Grange Farm.
- Grange Farm are not liable for refunds or expenses you incur in the event we are prevented from fulfilling your booking as a result of circumstances beyond our control. Such circumstances shall include (but will not be limited to) war, terrorism, serious crime, industrial action, flooding, natural disaster, epidemics or such similar events ("Force Majeure"). We recommend that you have adequate holiday insurance in place to cover this.
- 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 when on Grange Farm property. As a working farm on the coast, there are hazards from moving vehicles and sea safety should be considered.
- Dogs/pets are accepted strictly by prior arrangement and only in pet allowed accommodation. We reserve the right to refuse certain breeds.
- In accommodation 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 or bedding as a place to sleep or sit.
- Dogs must be kept on a lead. Please do not take them into the farm-yard.
- Some of our cottages and statics are allocated as non-pet to respect allergy sufferers. Pets are never allowed in this type of 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. (Note: no bed linen is supplied)
- Please ensure all items supplied during your stay are kept in the property and not taken elsewhere.
- We recommend locking doors and windows when you leave your accommodation unoccupied. This helps to keep your belongings secure and keeps 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 accommodation. If you find anything wrong or damaged, please let us know straight away. We will do our best to fix the problem. Some breakages are inevitable, but we ask you to let us know so that we can ensure the cottage continues to be stocked properly for future guests. As we inspect after every departure, this 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.
- 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 T&C's without notice.

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