

## Booking Conditions:

In these booking conditions, 'you' and 'your' means all people named on the booking (including anyone who is added or replaced at a later date). 'We', 'us' and 'our' means West View Farms Lodges Ltd.

**Booking:** Your contract with us will begin once a deposit (or full payment) has been made. Your contract with us will be on the terms set out in these Terms and Conditions. We will issue you with your confirmation details by email or, if requested, by post. We reserve the right at all times, without statement of reason, to refuse a booking.

**Deposit:** A deposit of £100 will be required to confirm your reservation and we will also require you to complete a signed booking form. If you are making a booking within 6 weeks of your stay, full payment will be required at the time of booking. Once a deposit/payment has been made you agree to all terms and conditions.

**Remainder of Balance:** The remainder of the balance must be paid 6 weeks prior to arrival. Failure to make payment before this date will result in your booking being cancelled and any deposit payments made are non-refundable.

**Cancellations:** Any cancellation made by the client for whatever the reason must be made to us in writing. Once the booking has been confirmed the deposit becomes non-refundable. Cancellations should be notified immediately. If full payment has been made and we can re-let the lodge, the balance will be refunded less £30 admin fee. If the lodge is not re-let, no refund will be payable. We strongly recommend that the Client takes out insurance against cancellation.

**You:** As the person making the booking, will be responsible for all members of your party and as the person in charge of your party, must be at least 18 years old at the time of booking.

**Your Party:** When booking we will ask for the names and ages of everyone in your party. Only those people listed on your booking confirmation may occupy your holiday lodge. Under no circumstance can the maximum occupancy of your lodge be exceeded. Children must be supervised at all times. This is particularly important when around the farm area when using the hot tub.

**Visitors:** Only those persons notified to us are entitled to occupy the accommodation allocated. If you receive visitors during your stay who are not resident at West View Farm Lodges you must inform us. You will be held responsible for the behaviour of your visitors while they are on site. Visiting guests are not permitted to stay overnight.

**Arrival/Departure:** Arrival after 3pm and departure before 10.30am on change over days.

**Pets:** Well behaved pets are welcomed by **prior arrangement only**. Banned or dangerous breeds will not be accepted under any circumstances. You are responsible for the wellbeing of your pets at all times and at no time must they be left unaccompanied either within the lodge itself or allowed to wander around the farm or surrounding fields. You must provide your own bedding and towels for pets as they are not permitted on any of the furniture or beds. We ask that you clean up after your pet at all times. Failure to comply with these rules may result in you being charged extra cleaning fees or asked to leave immediately without compensation.

**Single sex parties:** can only be accommodated by prior arrangement so please ensure you check in advance to ensure you are not refused occupation.

**Smoking:** We operate a no smoking policy within the lodges at all times. Smoking is also not permitted around the farm buildings.

**Parking:** Parking of vehicles must be in the designated car parking area only and must not cause any obstruction. You must arrive and depart the parking area by the designated route only and vehicles must not drive through or park in the farmyard and/or surrounding area. Your vehicles, their accessories and contents are left entirely at your own risk. We will not be responsible for any loss or damage from or to any vehicle. Repairs to vehicles (except emergency repairs) must not be carried out on the premises.

**Services:** Bed linen and towels are included for use during your stay. Beds will be made up prior to your arrival and for bookings of more than one week clean linen and towels will be provided at the end of each week. We ask that you do not remove these from the lodges at any time. Electricity and water are included within the rental charge.

**Care of the property:** You shall take all reasonable and proper care of the property and its furniture, fixtures and fittings and effects in or on the property. They should be left the same state of repair and in the same clean and tidy condition at the end of the rental period as found at the beginning. We provide cleaning equipment for this purpose. We reserve the right to issue an additional of up to £50.00 for lodges left in a poor state on departure.

**Fixture and Fittings:** All fixtures and fittings must be used solely for their intended purpose. We request that you do not take into the lodges any portable heaters, lighting equipment, BBQ's or any items that may cause danger to the lodges, its equipment or occupants. Outside items such as bicycles etc. are not to be taken into the lodges. No furniture, bedding, plates or cutlery should be removed from or moved between the lodges. You will be charged for all breakages, damages and/or missing items and will also be charged should excessive cleaning of your lodge be required.

**Acts of God:** We cannot accept responsibility or pay compensation where the performance of our contract with you is prevented or affected by reason of circumstances which amount to an 'act of God'. These circumstances include any event which we could not, even with due care, either foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which

cannot reasonably be remedied to a satisfactory standard before the start or during your holiday, through fire, flood, explosion, storm or other weather damage, break ins, criminal damage, riots or civil strife, natural or nuclear disaster, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

**.Lost Property:** We will attempt to return any lost property to you after your departure. Delivery charges will be applied. Items of lost property can only be held for a maximum of one month after which time they will either be donated to charity or disposed of. We cannot be held responsible for items reported lost which cannot be found. Property is at all times the responsibility of the owner.

**Right of Entry:** We will not normally enter a lodge once let without your agreement; however employees of West View Farm Lodges shall be allowed the right of entry to property at all reasonable times for purposes of inspection, to carry out any necessary repairs or maintenance or should we feel occupants are in danger.

**Assumption of Risks:** Remember that you will be staying on a working farm with live animals and potentially dangerous farm equipment among other hazards. Care and awareness must be taken at all times. Also, some of the lodge equipment may be dangerous if misused. Whilst we take great care to keep you safe, accidents can happen and we are not responsible for such accidents (to the greatest extent permitted by law). It is your responsibility to supervise children and pets at all times. If you notice that any equipment looks faulty and/or unsafe you must inform us as soon as possible. We strongly recommend that you take out travel insurance against the risk of accidents and/or your stay being cut short.

**Hot tubs:** The hot tubs are unsupervised and are therefore used entirely at your own risk. We maintain our hot tubs on a regular basis. In the event of inappropriate use, resulting in chemical imbalances and the need to drain and refill the hot tub, a charge will be made. Instructions for the proper use of our hot tubs are available in each of our lodges. Please be aware that for health and safety regulations we drain our hot tubs every two weeks, this will be done on Monday mornings, and therefore could result in the hot tub being out of use for a day of your stay.

**BBQ:** A BBQ is provided for you free of charge but please note we do not provide fuel. Should you choose to make use of this; the BBQ should not be left unattended at any time and should be fully extinguished before leaving. We request that the BBQ is left in the same condition as it is found.

**Privacy:** Protecting your privacy is important to us and we will strive to keep your personal information confidential. Your details will be kept on our database to enable us to keep you up to date with any future offers, information or mailings. We do not give any information to third parties or use information gathered in any other way than those described above. If required by law or legal process to disclose your personal information we will do only in accordance with the law.

**Complaints:** We will endeavour to ensure that everything is to your satisfaction during your stay. Should there be any cause for complaint during the occupation of

the property, it must be notified promptly to us and in the case of a serious problem confirmed in writing.

**Site Rules:** All occupiers of West View Farm Lodges are expected to abide by these conditions.

**Terms and Conditions:** We reserve the right to change or amend these terms and conditions at any time. We also reserve the right to terminate the agreement/booking without refund or should we consider it our right to do so.