

# MENNABROOM

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## B&B & FARM COTTAGE HOLIDAYS

### B&B TERMS & CONDITIONS

By making this booking you are entering into an agreement with us so please read the terms and conditions of booking below. Your payment or stay will indicate your acceptance of these conditions.

1. Mennabroom Farmhouse is non smoking.
2. The owners have the right to terminate your stay without refund if they feel guests are causing a disturbance or not treating the property with respect.
3. Guests are welcome to use our extensive grounds and river walk but caution must be exercised around uneven paths, bridges and deep ponds. Children must be supervised at all times.
4. Please be tolerant of the rural sounds and scents that you may encounter, they are all a part of the countryside experience!
5. Wi-Fi – we have made every effort to supply our farmhouse with a complimentary internet connection, however we are in a rural location which affects our connection and the thickness of the stone walls may render some areas dead-zones. We cannot accept any liability for inconvenience or loss due to poor internet or mobile phone reception.
6. Lost Keys – a charge of £25 will be made for replacement keys and fobs.
7. Lost Property – any belongings left behind may be returned to you by arrangement at a minimum cost of £10. We reserve the right to charge further to cover the cost of returning heavy/valuable items. We will dispose of any unclaimed items after 28 days.
8. In case of cancellation, please advise us immediately and we will make every attempt to re-let your room. If we are able to do this your deposit will be returned minus a handling charge of £15.00. If we are unable to re-let your room, sadly your deposit will be lost.

9. Properties with character – if you choose to holiday in an older property, remember that much of its character and charm is due to its age. Our 13th century farmhouse was built long before the days of damp proof courses and cavity walls, so may occasionally show signs of damp. We do our best to ensure that the background heating is kept on sufficiently in the whole farmhouse, to compensate. Condensation can be alleviated by opening windows and allowing the air to circulate. If you have any concerns, please talk to us at the time of making your reservation. Also, please remember that if traditional property features (for example, steep stairs or low beams) may be a problem for any member of your party, you must consider and mention this prior to booking.

10. Please remember that properties in the country do attract spiders and therefore cobwebs. It does not mean that the farmhouse has not been cleaned, as cobwebs can be spun almost as quickly as they have been cleaned away!