

# MENNABROOM

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## B&B & FARM COTTAGE HOLIDAYS

### COTTAGES 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 will indicate your acceptance of these.

This booking contract is between DE & IJ Wheatley, (referred to as "we" or "our"), the owners of Mennabroom Farm Cottages and the person completing this booking form and all members of their party (referred to as "you" or "your"). The booking contract will be subject to these booking terms and conditions and must be complied with. The party leader must over the age of 18 years at the time of booking.

1. Accommodation – is available from 4pm on the first day of booking. On departure your cottage must be vacated by 10am at the latest. We have a limited time to prepare our cottages for our guests to the high standard expected and we would ask you to help us achieve this by vacating on time.

2. A security deposit of £150 is required with your booking balance. This will be pre-authorized, but not deducted against your debit or credit card (the system automatically stores the card details used to pay the balance, so that these can also be used to hold the Security Deposit) or taken in addition to the bank transfer payment. It will be held for up to 7 days after your departure from your holiday accommodation and refunded to you if due, minus any relevant charges.

Please leave your cottage as you found it, in a clean and tidy condition, with furniture and fittings returned to their original positions. Rubbish and recycling must be deposited in the appropriate bins outside. We reserve the right to charge an additional cleaning fee of £30 per hour if the property is left in an unacceptably unclean or untidy condition.

3. Number of persons using the cottage booked – there must be no more members in your party than the cottage is designed to accommodate and must be listed by name on the booking form.

4. No Smoking Policy – all our cottages at Mennabroom are non-smoking. Smoking is not allowed under any circumstances. If evidence of smoking is found a charge of £100 will be made to cover cleaning and refurbishment costs.

5. Pets – pets are not allowed onto the furnishings or into the bedrooms and bathrooms. Bookings that include pets are taken on the understanding that all flea and worming treatments are up to date. Pets must not be left in cottages unattended and should be under control at all times. Please be aware we are surrounded by farmland and livestock so please be mindful of this and other holidaymakers. Dogs must not be allowed to foul anywhere on the premises and any fouling must be removed immediately.

6. Right of entry – we or our representatives reserve the right to enter the property at any reasonable time to carry out repairs and necessary maintenance. We will endeavour to agree a convenient time in advance but at times it may be necessary to enter the property without prior arrangement.

7. Termination of stay – we reserve the right to terminate your stay if you or members of your party are believed to be causing a nuisance to other guests or are not treating the property with due respect. You are expected to behave reasonably whilst staying at Mennabroom.

8. Liability – the use of the accommodation and its associated facilities are entirely at the user's risk and no liability can be accepted for death, injury, and loss or damage to users or their belongings including vehicles, motorcycles, boats etc. The owners shall not be liable to you or any other member of your party for any loss or damage to you or your property, however caused.

9. Children – children are very welcome, and we can provide highchairs and travel cots free of charge if booked in advance, subject to availability. For health and safety reasons, please bring your own cot linen. All equipment is used entirely at user's risk.

The grounds contain large deep ponds and streams which are unfenced. Guests are welcome to use our extensive grounds and river walk, but caution must be exercised around uneven paths and bridges, all water, and in particular the deep ponds near the waterfall, and all animals on site and on surrounding farmland. Children must be supervised at all times when visiting these areas.

10. Cancellation by guests – by making your booking our agreement is a legal contract and the deposit is non-refundable. In the event of a cancellation, which must be confirmed in writing, you will be liable to pay the total amount due. If we manage to re-let the accommodation the re-letting price achieved will be returned to you less your 30% deposit. Cancellation insurance is not compulsory, but it is strongly recommended to protect against the cancellation penalty.

11. Cancellation by Owners – if we, the owners, have to cancel your booking due to forces beyond our control we will refund all monies paid. If we have to end your holiday early due to forces beyond our control, we will refund the appropriate proportion of the booking fee. In these circumstances our liability will not extend beyond this and there will be no compensation or expenses paid.

12. Amenities – every effort has been made to ensure that all advertised amenities are available, but no liability can be accepted for any omissions. Our properties have a private water supply from a spring which is regularly tested and tastes delicious!

13. Wi-Fi – we have made every effort to supply our cottages 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.

14. Final Payment – the final balance of the total cost of your stay is due eight weeks before the date on which it is to commence. Failure to ensure that such payment reaches the owners by that date may result in the cancellation of the stay and the cottage will become available.

15. Complaints – we above all want you to have a wonderful time at Mennabroom. If for any reason you have a complaint please let us know as soon as reasonably possible, and in any event before departure, to allow remedial action to be taken. We undertake to repair or replace any faulty equipment with all due diligence. However, no claims will be entertained in respect of equipment which remains faulty beyond our control.

16. 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 cottages are converted 17th century barns and were built long before the days of damp proof courses and cavity walls so some may show signs of damp, particularly in long spells of wet weather. We do our best to ensure that the background heating is kept on sufficiently to compensate, even when the property is empty. Condensation can be alleviated by opening windows, turning on the dehumidifier 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 should traditional property features (steep stairs or low beams, for example) be a problem for any member of your party, you must consider and mention this prior to booking.

17. Please remember that properties in the country do attract spiders and therefore cobwebs. It does not mean that the cottage is dirty or has not been cleaned as cobwebs can be spun almost as quickly as they have been cleaned away!

18. In rural areas please be tolerant of the sounds and scents that you may encounter, they are all a part of the countryside experience!

19. 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.

20. Lost Keys – a charge of £25 will be made for replacement keys and fobs.