

BRACKEN HILL FARM COTTAGE - Booking terms & conditions – revised 28.6.2020

1. **Bookings** can be made via the website or by telephone on +44 (0)7968 693336.

Payments are accepted by cheque payable to Mrs A Fielding, Credit card, BACS.

A £100 deposit per week booked is payable when a booking is made and this is non-refundable.

Confirmation will be sent in writing, once this has been issued your booking is confirmed.

We reserve the right to refuse any booking

The balance will be due in full 6 weeks prior to arrival

Non-payment of the final balance when due will constitute cancellation

At the point of booking please arrange your own holiday insurance

2. **Cancellation** Should you need to cancel your booking please contact us as soon as possible by email or letter. Cancellation of your booking within the last 6 weeks will result in the loss of the full amount. We will try to re-let the cottage, and if successful will refund your money less a fee to cover administrative costs.

3. **Price** For your canine companions to stay at the cottage we charge an additional £25 per dog for the duration of your stay. Included in the price of your stay is bed linen and towels, heating, electricity, first bag of logs & Wi-Fi toiletries to include soap moisturiser, cleaning products, washing up liquid, dishwasher tablets, laundry liquid and multi-purpose cleaner.

4. **Occupancy** No camping in the grounds of the cottage is allowed

The number of persons using Bracken Hill Farm Cottage is not to exceed 4 persons (or include any unauthorised animals) unless agreed at the time of booking. Details of all guests staying at the cottage should be shown on the booking form. The owners can refuse to allow you to take possession of the cottage in the event of non-compliance of the above. Your holiday may be terminated early if you are in breach of these conditions. If this happens, we will treat your holiday as cancelled by you, and you will not be entitled to any refund of monies paid or compensation.

Please notify the owner should anyone else be visiting you at the property during your stay.

5. **Arrival** Unless otherwise agreed, the cottage will be available from 4pm on the day of arrival. If possible, please let us know your anticipated arrival time.

6. **Dogs** are welcome but please respect the house rules. If the management find that there has been damage caused by dogs then visitors will be charged for any replacement of goods or additional cleaning that may result in rectifying the damage to restore the cottage to its original condition. The management pride themselves on the quality of the cottage and furnishings and have very high cleaning standards so that all guests with or without dogs can enjoy the cottage. No maximum number of dogs allowed however please check before booking.

7. **Farm Life** Bracken Hill Farm Cottage is in a rural location surrounded by neighbouring farms and livestock, the sights and sounds (and sometimes smells) of farm life should be expected. Please follow the countryside code – a copy of which will be provided in the cottage.

7. **Access** The owner of Bracken Hill Farm Cottage, is to be allowed access to the cottage at any reasonable time during any holiday occupancy.

8. **During your stay** Any damage, breakage or problem with equipment must be notified to the owner as soon as possible so that the matter can be resolved quickly. We reserve the right to charge for any serious damage. Please ensure you are familiar with the cottage instruction guide.

No smoking or illegal substances at the cottage – no naked flames including candles

9. Complaints Should something go wrong or in the unlikely event of dissatisfaction please report it to us immediately so that we can resolve the situation and you can enjoy your holiday.

10. Departure Please vacate the cottage by 9.30 am on the day of departure. Please leave the cottage in the same condition as you found it.

11. Data Protection In order to process your booking and to ensure your holiday arrangements runs smoothly and meets your requirements we need to use the information you provide such as name, address and special requirements. Bracken Hill Farm Cottage takes full responsibility for ensuring security measures are in place to protect your information. The information may be provided to security or credit checking companies, public authorities such as customs/immigration/government departments if required by them as required by law. We will not however pass any information on to any person not responsible for your accommodation arrangements.

12. Amendments due to COVID19 We aim to provide our guests with a safe enjoyable holiday. With this in mind, please carefully read the following changes we have had to make following Government Guidance and recommended cleaning protocols for Covid 19. This will offer protection to guests and Housekeepers. These are very uncertain times and whilst we will endeavour to make your stay safe, we ask that you carefully read this prior to your arrival.

Hand washing is the primary first line of defence for Covid 19. Please ensure that all guests regularly wash their hands. Hand wash is provided at all sinks. Hand sanitiser is not a replacement for this however we have provided a small bottle for your convenience.

Travel Please ensure that you follow all Government guidance and do not travel if you feel unwell. We cannot accept guests isolating in the cottage. If a guest becomes unwell during their stay, we ask that they ring 111 or 119 for guidance and that they return to their main residence to self isolate. We ask to be informed if anyone in the party becomes unwell or has a positive swab for COVID 19 as this will affect sanitiser protocols. If a guest cannot reasonably return home (for example, because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow Government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. If they are too unwell to travel, they will be liable for the additional rental for any longer period staying and costs of any subsequent cancellations incurred.

We therefore urge guests to ensure they have adequate Travel Insurance.

Arrival This has been delayed slightly to **check in after 4.30pm** to enable a deeper clean between guests and to leave an hour following clean before arrival. If the cottage is available earlier, we will let you know.

Departure This has been moved to half an hour earlier **at 09.00**. This allows an hour before we arrive to clean. Please do not extend this as cleaner safety is vital. We ask that all guests vacate the property and if the weather is suitable, leave all the windows open.

Linen We ask that guests consider if they would like to bring their own linen, pillows duvets and towels (or any combination of these) and let us know prior to arrival what they would like to do. We are willing and able to provide all of these items, but realise that some guests may prefer to bring their own. We will replace pillows & protectors, mattress protectors and duvet & protectors between guests. A bath mat, oven glove and tea towels will be available too however you are

welcome to bring your own if you would prefer to. Prior to departure please strip all beds and place linen and towels plus protectors in the bags provided and seal. This is a specified COVID requirement from our local laundry and reduces risk to myself and others who will be handling this.

Crockery/Cutlery etc We have a dishwasher at the cottage and tablets will be left for your use. Please ensure that as much as possible is washed in the dishwasher. On arrival the dishwasher will be full of washed items ready to use – having not been touched once cleaned. Please kindly reload the dishwasher and switch on as you leave so that items will be clean for the next guests.

Cleaning The cottage will be thoroughly cleaned in accordance with government guidelines. Cushions will be rotated weekly between guests to retain some comfort on sofas. Appropriate cleaning solutions (disinfectants) will be provided. Please ensure that all hard surfaces are wiped clean with this before departure. We ask guests to leave the cottage in a clean and tidy state as we envisage that cleaning will already take a lot longer. This will reduce the risk to myself, the housekeepers and incoming guests.

Some items will be removed from the cottage (listed with the booking form). If you would like any of these putting into the cottage for your use please tick alongside each item.

We have decided to leave games, DVDs, and books. They are all stored in cupboards. Please use these at your own risk. They will not be sanitised pre arrival.

Rubbish Please ensure that you bag all the rubbish on your departure and ensure that nothing is left in the cottage. Waste should be bagged and placed in the relevant bin next to the shed.