

Grange Farm Terms and Conditions

- The Contract** This contract is made between Grange Farm and the Client. All bookings are subject to the conditions detailed here.
- We Provide:** The holiday cottage of your choice, together with the facilities outlined on the brochure/website. The equipment/material and linens as listed in the inventory.
- Payment** Payment may be made by cash (in person only), cheque or postal order via the post, payable to CE and V Downes. A deposit of £100 per week booked is required, except where the first day of hire is less than 28 days away, in which case full payment must be made. A confirmed booking is made when Grange Farm receives a completed booking form and the deposit. The balance remaining should be received within 28 days prior to the start of the holiday. A receipt of payments will be forwarded by Grange Farm. Any error in the receipt details should be notified to Grange Farm within 5 working days of receipt. Any balance of changes not received by Grange Farm on or before the due date will be treated as cancellation of the contract by the Client.
- On-line bookings are also subject to further conditions. See website.
- Cancellation** Any cancellations by the Client must be made in writing and should be sent by recorded delivery or by fax or email. The date from which the cancellation applies will be the date on which the cancellation notice is received by Grange Farm.
- Charges** Should the Client need to cancel a confirmed booking for any reason, the following cancellations charges will apply. Clients failing to arrive within 24 hours of the first day of hire and having omitted to inform Grange Farm of their delay shall be considered to have cancelled their booking and the standard cancellation charges shall apply.
- | Number of weeks notice prior to first day of hire | Cancellation amount payable |
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| 6 – 8 weeks | Full deposit |
| 4 – 6 weeks | 50% of total holiday cost |
| 2 – 4 weeks | 75% of total holiday cost |
| 0 – 2 weeks | Total cost of holiday |
- If the booking can be re-let, then an administration fee of £15 only will be charged**
- Grange farm strongly recommends that clients take out appropriate cancellation insurance. A cancellation plan leaflet/application form can be provided on request.
- Period of Hire** The hire period commences at 15:00 on the first day and ends at 10:00 on the last day of hire. Any significant delay in arrival should be notified so that arrangements can be made for entry into the accommodation.
- Property Care** The Client and his/her party shall take all reasonable care of the property and its furnishings and effects and agree to leave the property in the same condition of cleanliness and tidiness as at the start of hire. Any exceptional cleaning charges may be charged to the Client at cost.
- Damage** In the event of breakage or damage to the property and/or its contents caused by the Client or any member of his/her party; full payment is required for the actual cost of replacement or repair. Please inform the owners as soon as possible in order that remedial action can be taken.
- Pets** Pets may be allowed, please ask. One dog is permitted provided owners ensure that it is not allowed onto furniture or upstairs, that it has its own dog bed and that dog poop bags are utilised and deposited in the appropriate bin. Dogs must be kept on a lead at all times.
- Smoking** As a courtesy to all guests, smoking is not permitted inside the cottages. Smoking is however allowed outside.
- Occupancy** The number of guests occupying a cottage must not exceed the number of beds available in the cottage.
- Visitors** Guests may receive visitors but it would be appreciated if details are given to the owner/representative. If fishing is required day rates will apply.
- Complaints** Any complaint should be notified promptly in person to Grange Farm owners or representative who will endeavour to deal with the complaint quickly. Should the complaint be serious then written notification should also be made and posted to Grange Farm within seven days of the last day of hire.
- Liability** Grange Farm, its employees and representatives shall not be liable to the Client or third parties for loss or damage to persons or property however occurring.
- Right of entry** For the undertaking of necessary repairs, maintenance or inspections, Grange Farm has the right of entry to the property at all reasonable times. Prior notice will be given to the Client wherever possible and privacy will be respected.