

Booking Terms and Conditions

Direct Bookings:

A deposit of £100 is required to secure your booking, with the balance due 8 weeks prior to holiday date. If a cancellation is made, any monies paid will be refundable (less any rebooking costs incurred) only once the dates have been rebooked and paid for.

If it is necessary, due to circumstances beyond our control, for us to cancel your booking, we will refund any monies paid in full

Insurance:

Please ensure that you have adequate travel insurance covering travel arrangements in the UK and covering healthcare if travelling from abroad. We cannot provide refunds if your travel plans are disrupted (e.g. bad weather, road closures, cancelled services) or if you have to cancel due to illness. Please ensure that all doors are locked and windows secured when you leave the property as we cannot be held responsible for any accidents, break-ins or thefts within the property during your stay.

Damage:

A refundable breakages deposit of £100 is payable on booking to cover repair/replacement of items or any additional/specialist cleaning costs incurred. We don't charge for minor breakages (glasses, crockery etc.), fair wear and tear or if an appliance stops working during your stay. Please tell us of any damages as soon as they occur so that we have time to make repairs / provide replacements or carry out additional cleaning. Please do not hide damage to furniture, electrical items or anything that may compromise the safety of our future guests. We aim to refund your deposit within 7 days but this may be delayed up to 4 weeks if awaiting quotes for repairs.

Dogs:

1 dog is permitted in The Roundhouse (additional fee applies). Our other properties are strictly pet free, if you wish to bring an assistance dog, please contact us prior to booking to determine the suitability of the property for your needs. For the comfort of all our guests and the safety of your own pet, please ensure that you follow our doggy rules.

Hot Tub

Please ensure you abide by the health & safety information provided. We cannot be held liable for illness or injury resulting from misuse of the hot tub. The hot tub is for the use of booked guests only. We reserve the right to close the hot tub without notice for health & safety reasons.

EV Charging

An EV charger is provided for the use of guests in Kingfishers only (additional cost). Charging of EVs is strictly prohibited in our other cottages, this includes electric bicycles.

Fake Tan, Makeup & Sun cream:

We reserve the right to charge for items that are damaged/stained by fake tan, makeup and/or sun cream. Please bear in mind, we are on a septic tank so not able to use large quantities of bleach or antibacterial liquids to clean stains. If the stains remain after 2 washes the items will have to be replaced. This includes any bedding (including protectors), towels and surfaces that have been irreversibly damaged. Please shower off sun cream before going to bed as it will stain the bedding.

Fireworks:

For the safety of our animals, fireworks and Chinese lanterns are strictly forbidden.

Keys:

Please ensure keys are left at the property on departure. Replacement keys will be charged at cost.

Limitation of Liability:

We cannot accept liability for any injury loss or damage, consequential or otherwise, suffered by you or any other member of your party unless there was wilful default by us or unless personal injury or death was caused by our negligence.

We cannot be held responsible for circumstances beyond our control e.g. loss of power, internet, water, unavailability of the hot tub due to damage

Vehicles and possessions are left at the risk of the guest. Children and dogs must be supervised at all times. Please note this is a working farm, dogs must be kept on a lead around the livestock, do not allow children to climb on the bales or enter livestock areas.

Lost Property:

We reserve the right to charge for returning items that have been left in the cottages. If not claimed within 14 days, the items will be disposed of.

Problems and complaints:

Please tell us straight away about any problems. We will work hard to ensure that any issues are rectified as quickly as possible. We cannot consider compensation for any complaints raised after you leave or if you won't allow us to put things right while you are here.

Size of Party:

For insurance and fire safety reasons, over-occupancy of the cottages is not permitted. Our maximum occupancy (not including infants) is as follows:

Higher Hopworthy Cottage : 4 guests

Kingfishers : 4 guests

The Roundhouse: 6 guests

If the property is over occupied, your booking may be cancelled and you will be asked to leave. No refund will be given.

Smoking:

Smoking, vaping and using e-cigarettes are forbidden inside the cottages. If you smoke outside, please dispose of the butts in the correct manner.

Toilet and Septic Tank:

Pee, Poo and toilet paper ONLY. This is really important – even if wipes state that they are 'flushable', they WILL block the septic tank and you may be charged to clear the blockage. Please also do not put tissues down the toilet as they do not break down as toilet paper does.

Towels:

Please DO NOT take our towels to the beach. Please bring your own beach towels. Please also see note on fake tans, makeup and sun cream. Please use only the dog towels provided for drying your dogs.

Disclosure:

Failure to disclose all relevant information or comply with these terms & conditions may lead to termination of the contract and loss of the booking without refund.