

# **Elmsted Court Farm**

## **Terms and Conditions**

### **Bookings**

Bookings can be made by telephone, e-mail or in writing.

We will send you an e-mail or letter confirming the booking and letting you know the agreed cost per night.

Payment in full is due on departure.

We do not accept credit cards. Cash or cheque supported by a valid bank card

The price includes accommodation and breakfast

### **Cancellation and Insurance**

Once you have booked your stay, our agreement is a legal contract and any deposit you may have paid is non-refundable. For cancellations made up to 7 days before your booking you will not be liable for the total balance. For cancellations made after this time or by failing to take up the booking without cancelling you will be liable for the full amount. For this reason you may wish to take out holiday insurance.

We will only cancel your booking if the accommodation is unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, we would refund all monies paid by you. Our liability would not extend beyond this refund

### **Arrival**

Rooms are available from 4.00 p.m. on the day of arrival unless otherwise arranged. Please confirm an approximate arrival time after 4 p.m.

### **Departure**

Please vacate your accommodation by 10.00 a.m. on the day of your departure, unless otherwise arranged. Your bill for the accommodation and any extras is payable on departure.

### **Damages and Breakages**

Please respect our accommodation – it is our family home. You are responsible and liable for any breakages or damage which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we

may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge if it is not reported.

## **Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicle or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

## **Data**

Any data gathered during the course of this booking may be held on computer.

We look forward to welcoming you to Elmsted Court Farm