

Elmsted Court Farm

Bed & Breakfast

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. Payment by cash, cheque, or by BACS details of which are on the Booking Confirmation.

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

THE DAIRY

ELMSTED COURT FARM ELMSTED ASHFORD KENT

BOOKING CONDITIONS

1. You, the holidaymaker, agree to abide by the dates agreed for your holiday from 3.00 p.m. on day of arrival until 10.00 a.m. on day of departure. If you anticipate arriving later than 3.00 p.m. please advise by telephoning 01233 750269.
2. When you make your booking and we have received the require deposit to secure the booking, a legally binding contract exists between us that is non-cancellable and non-refundable, except in exceptional circumstances. You may still remain liable to pay in full or in part for the booking, even if you are unable to take your holiday. Even where you have not paid in full at the time of cancellation, you will remain liable for the full cost. If for some reason you do need to cancel, it is important that you tell us at the first opportunity so that we may attempt to re-let and minimise your loss. You should take out cancellation insurance to protect you against possible loss.
3. You, the holidaymaker, agree to keep the property clean and tidy and to leave the property in a similar condition as presented on your arrival. **A security deposit is payable on arrival of £50 cheque or cash.** This will be refunded to you at the end of your stay less any costs for breakages, damage or excess cleaning.
4. We the owners, are not responsible for any damage to persons or their property whilst resident in their holiday home. The use of the holiday home is subject to the owner/operator regulation and the local/international law. The owner is not responsible for annoyance through local flora and fauna.

5. In the unfortunate situation where there is a complaint, would you please give us the opportunity to investigate the matter by following these steps
 - (a) Contact the owner as quickly as possible and ask for our assistance
 - (b) We will make every effort to make sure your complaint is handled quickly and efficiently.
 - (c) In no circumstances will compensation be made for complaints raised after the holiday has ended, when the visitor has denied the owners the opportunity of investigating the complaint and endeavouring to put matters right during the holiday.
6. The maximum number of persons allowed in the Dairy is as stated five. No extra persons may be admitted without prior consent. An additional charge may be made for this. A breach of this condition may result in our right to terminate the reservation without refund.
7. The owners may be allowed any reasonable access to the property during the holiday tenancy.
8. Payment of the balance of the holiday charge should be made at the latest 8 weeks before commencement of the holiday. Failure to pay by the due date could lead to holiday cancellation with loss of deposit.
9. **Payment by cheque made payable to E & J H Maylam Farm Account or BACS to
Barclays – Account Number 20615935 - Sort Code 20-02-62
IBAN GB30 BARC 2002 6220 6159 35
SWIFTBIC BARCGB22
Barclays Bank 66 High Street Ashford TN24 8TL**
10. Overseas payments by Bank transfer in Sterling direct to our bank and to include a Bank Administration Fee of £12, charges in excess of this will be charged to clients.
11. We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation. If this was not possible or unacceptable to you, then we would refund all monies paid by you for the holiday. Except in exceptional circumstances, our liability would not extend beyond this refund.