

Holt Farm Holidays Terms and Conditions

The Contract

When booking your holiday/short break at Holt Farm you are entering a Contract between us the Owners of the property and you the Hirer. You must be over 21 years of age. The contract shall be deemed to be made subject to these booking conditions and confers upon the hirer the right to occupy the property for the agreed dates of the holiday only within the meaning of The Housing Act 1988. The Hirer must have the authority and responsibility to accept all the conditions on behalf of all other party members.

Payment and confirmation

Your online booking is provisional until confirmed by us. An email or phone booking is confirmed when the deposit and signed contract is received by Holt Farm Holidays. Cheques are to be made payable to Holt Farm Holidays. Payment can be via Bank Transfer [details on request].

Terms

All bookings made more than one month before the intended date of the holiday are subject to a deposit equal to one third of the total cost of the holiday. Deposits are non-returnable unless we are unable to accept the booking. The balance of the holiday charge is payable not later than one month before the date of the holiday. Where bookings are made one month or less before the date the whole of the fee is payable at the time of booking

The hire period commences at 4pm on the agreed day of arrival and ends at 10 am on the set day of departure; this may vary with short breaks.

A Refundable Security deposit of £200 is required with the final balance when more than 1 cottage is booked on the same dates, any of your group is under 25 years of age or you are staying at Holt Farm as part of a stag or hen party.

Your Responsibilities and Conduct

By agreeing to these conditions you agree to take all reasonable care of the properties for the length of your contract with us. The person making the Booking is responsible for ensuring the Terms and Conditions are met by all members of the group and for any loss or damage that occurs during the stay.

At the end of the hire period The Hirer is responsible for leaving the property in a clean and tidy the condition. Excessive cleaning [in our estimation and upon discussion with you the hirer] will be deducted from your Security Deposit.

We ask that you respect the enjoyment of other visitors on site, particularly avoiding late night noise, unless you have booked the whole complex.

Guest Numbers

Guests in your party will not exceed the numbers stated for each of the cottages. You will be asked to provide us with a full list of all guests staying and visiting the property. Charges are made for day visitors - £10 per person and these costs will multiply if day visitors are found to have stayed overnight.

Cancellation

Should you the Hirer cancel the holiday for any reason the Booking Deposit will be forfeited. If the property is not subsequently re-let, the hirer remains liable for the full cost of the holiday and must pay the balance in the normal way.

It is often difficult to re-let a property at short notice thus we recommend holiday cancellation insurance. If we [the owners] re-let the cancelled holiday property after the balance has been paid we will refund the new letting fee to the hirer.

It is the hirer's responsibility to ensure suitable Personal Holiday Insurance cover in respect of cancellation or curtailment. We suggest UK Plus, a UK Holiday Cancellation Insurance, contact Pavey Group, Tel: 018030401010.

Circumstances Beyond our Control

If for any reason we have to cancel your booking due to unforeseen circumstances we will endeavour to find you similar accommodation. If suitable accommodation is not available in the vicinity then all the funds paid by you will be returned. No additional compensation will be paid.

Owners Liability

Whilst the Owner makes every effort to ensure that brochure and website descriptions are accurate and that properties let meet required standards, the owner cannot accept responsibility for any alterations made to the property or its amenities that are beyond their reasonable control. Nor can they accept responsibility for any injury, sickness, loss, death, damage, additional expense or inconvenience, directly or indirectly caused by or arising out of the use or condition of the property and its appearances, plumbing, gas, electrical or otherwise or exceptional weather conditions. *Further, no responsibility is accepted for the personal belongings, car and its contents of the Hirer or any member of their party during the holiday.*

Complaints

Every effort is made to ensure you have an enjoyable holiday or short break. If however, you the hirer consider that he/she has cause for complaint, the matter must be taken up immediately with the owner of the property so corrective action can be taken. No liability shall arise beyond a refund of monies paid to the owner. Under no circumstances will the owner entertain claims for compensation lodged by the hirer upon departure or after return home when it is no longer possible to investigate the complaint effectively or take corrective action.

Reserved Rights and Access

We reserve the right to refuse to hand over the accommodation to anyone, who, in our opinion is not suitable to take charge of the property.

We also reserve the right to terminate the contract at any time and remove any persons due to unreasonable behaviour, causing annoyance or offence or damage to other guests, to farm property and animals. In all the above cases your booking is treated as a cancellation and no monies will be returned.

Reasonable access to the property by the owners and/or our authorised representatives must be allowed at all times.

Accessibility

It is the hirers responsibility to ensure the property is suitable for their specific needs and we the owners are notified of any special requests at the time of booking.

Safety of Children

Children are very welcome at Holt Farm but must be supervised at all times. There are animal watering troughs and a stream on the farm.

Data Protection

We will take all reasonable steps to ensure the security of your personal data. Your personal details will not be sold to a third party. You may receive from us occasional mailings unless you specify otherwise by unsubscribing.

Holt Farm, Herefordshire

R Christopher May 2012