

Holly's Lodge, Marsh House Farm, Wellington, Hereford HR4 8DT

Self-catering accommodation – Terms and Conditions

1. THE CONTRACT

The contract entered into is between the owners of Marsh House Farm and all members of the holiday party. The contract is not effective until the required payment has been received and confirmation sent from us to you.

2. BOOKINGS

- Bookings cannot be accepted by persons under the age of 21 years of age.
- The number of persons occupying Holly's Lodge must not exceed 4 adults. Babies in a cot are not normally counted as a member of a party.
- You will be responsible for all persons staying in Holly's Lodge and should ensure that they are aware of the booking conditions.
- We reserve the right to decline any booking or refuse to hand over a key to any person who has not complied with these conditions.

3. RESERVATIONS

- Provisional reservations can be accepted by telephone or email and must be confirmed within 3 days by payment of a 50% non-refundable deposit. The balance is due 4 weeks prior to the arrival date.
- All payments can be made by bank transfer or card payment over the telephone with us (there is a 2% charge for using a card)
- Bookings made within six weeks of the start of the holiday require payment in full at the time of booking.

4. CANCELLATION

- Once a booking is confirmed you are responsible for the total cost of the holiday. "Total" meaning both deposit and balance payments.
- In the event of cancellation by you we will endeavour to re-let the property and, if successful, may refund any monies paid less the deposit and a £25 administration fee.

5. CANCELLATION INSURANCE

- We are unable to arrange Holiday Cancellation Insurance on your behalf. However, we strongly recommend that your Holiday Cancellation Insurance is in place at the time of booking.

6. BOOKING ALTERATIONS

- Any change of holiday dates will be subject to our agreement.
- If for any reason, we have to cancel your booking in advance due to circumstances beyond our control (examples, fire, flood, exceptional weather conditions, epidemics, destruction/damage to the property "force majeure"), you will be refunded the full amount of the booking, including deposit. We will also do all we can to help you find alternative accommodation.
- If we have to terminate your holiday early for the above reasons you will be refunded part of the cost based on the time remaining of the booking. No additional compensation, expenses or costs will be payable.

7. DAMAGE, LOSS AND NUISANCE – you agree

- That the supervision of children, babies and any adults requiring care remains your responsibility at all times.
- To be responsible for leaving the accommodation in good order and in a clean condition, otherwise a cleaning charge will be levied.
- Not to wear footwear with high/stiletto heels or anything which could damage the floors.
- To pay for any damage or loss however caused, excluding reasonable wear and tear, incurred during your occupation.
- Not to cause nuisance or annoyance to occupants of nearby properties.
- To allow reasonable access to the property by us if it is deemed necessary.
- That, in accordance with the no-smoking legislation, we are smoke free premises and smoking is not permitted.

8. DAMAGE & BREAKAGES

- We believe in taking a reasonable position when it comes to any damage done and will not charge you for the odd broken glass or plate. Accidents can happen and if they do we don't want them to spoil your holiday. Therefore, we ask you to inform us of an incident, of if you find anything damaged upon arrival, at the earliest opportunity. For any significant damage or loss, you are legally bound to reimburse us for replacement, repair or extra cleaning costs on demand. This includes the possible loss of keys. Judgement of what is significant is at our discretion.

9. OCCUPANCY

- Arrival is any time from 3.00pm and it is always helpful if you can let us know in advance when you plan to arrive. Check-out is by 11.00am on the day of departure.
- There is ample free parking for Holly's Lodge.

10. SERVICES

- Wi-fi access is free of charge; however, because of our rural location it can be intermittent. You agree to reasonable and lawful usage of this service.
- Linen for beds and towels are provided (for your use only) and are included in the rental price. We do not provide linen for cots. If you are bringing a dog, we can provide a separate towel.
- Electricity, hot water and heating are included in the rental price

11. DOGS

- We accept up to two dogs. There will be other guests, so please keep your dog(s) on a lead when around our grounds; this means keeping them on a lead when you first set out for your walk. They must not chase any livestock and wildlife. Please do not take your dogs into any surrounding fields when there are lambs.
- Please clean up after your dog should they foul in the grounds and gardens of Marsh House Farm. There is a doggy waste bin on site for your disposal.
- When you bring a muddy dog back from a walk, please clean them off before allowing them to enter the cottage, dog towel(s) can be provided. Please on no account use the towels provided for your use.

12. DESCRIPTIONS

- We have taken all reasonable steps to ensure that the information contained on our websites, tariffs, leaflets, advertisements and any other form of promotional material is accurate. We reserve the right to alter, substitute or withdraw any service, facility or amenity.

13. LIABILITY

- We cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property and its plumbing, gas, electrical or otherwise, or exceptional weather.
- No responsibility is accepted for loss or damage of property, vehicles or vehicle contents belonging to you or any member or your party during the occupancy.

14. COMPLAINTS

- We will make every effort to make sure that you have a wonderful stay at Holly's Lodge. However, if you have any problem or cause for concern or complaint, we ask you to contact us immediately to give us the chance to resolve it.
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