

Colley Farm Holiday Cottages - Bookings, Terms & Conditions

Our commitment to you - HAVE A NICE STAY! - we are committed to ensuring that you have a very pleasant and enjoyable stay at Colley Farm. If you have any problems or queries at any time, then please let us know immediately and we will do our utmost to assist.

Booking periods - are generally from Saturday to Saturday but shorter breaks and alternative days are available by arrangement - contact us to discuss your requirements.

Bookings are subject to an **advance payment** of 20% of the full amount of your stay. In order to secure your booking, the advance payment should be **received within 7 days** of booking the cottage(s). The remainder of the balance should be paid **no less than six weeks prior to your arrival**.

Bookings made **within 6 weeks** of the date of arrival (**late payment**) will be subject to the **full payment**

(Please note that sleeping accommodation is only for those persons named in the booking details)

A **£75 damage / cleaning deposit** is requested to be sent at the same time as the advance payment or late payment. This payment is not applied to the rental fee and will be refunded within 10 days of your departure by cheque or BACS payment - provided that the following provisions are met :-

a) No damage is done to the cottages or their contents, b) No items are removed from the cottages or lost, c) Any charges accrued (eg coal/logs /additional cleaning /fishing etc) are paid for prior to departure, d) Keys to the cottages are returned as arranged, e) the cottages are left in a clean and tidy condition

In the event that any problem issues are identified following your departure, then a letter will be sent to you to advise of the findings and the amount which has been deducted from the damage / cleaning deposit - or what amount may still be required to make good any damage, loss or in depth cleaning.

Payment Methods - Payment should be made to Mrs B Lomas by cheque, cash or bankers draft or by BACS payment to bank account number 12345407 sort code 16-24-32

Included in the rental fee - electricity, central heating, hot water, duvets, pillows, bed linen, towels, tea towels, dish cloths, cleaning liquids etc. Freeview televisions in all rooms, dvd player and access to free wi-fi internet connection. Books and games. Information details - to include places to visit, attractions in the area, eating venues, local pubs, theatres, cinemas, swimming pool/leisure centre, walking routes etc

Arrival / Departure and Housekeeping - Your cottage will be cleaned and ready for you by 4pm on the day of your arrival, and should be vacated by 10am on the day of your departure. Earlier / later arrival and departure times will be accommodated wherever possible by prior arrangement. Please contact us to discuss your requirements.

Bed linen and towels will be changed after 7 days. There will be no other housekeeping of the cottages until you depart the cottage - unless by specific request. Please note that requested additional cleaning during your stay may be subject to an extra charge.

Cots / high chairs - can be provided by prior arrangement - please inform us of your requirements at the time of booking. Please bring your own cot bedding as this will not be provided.

Wood burning stove / open fire - One log basket / coal bucket will be supplied within the rental fee. Additional fuel thereafter will be subject to an additional charge.

Waste / Septic tank - The sewage system at Colley Farm is not on 'mains' drainage and all waste from the cottages goes to a 'sensitive' septic tank drainage system. Therefore only natural waste and toilet paper should be disposed down the WC's please - in order to prevent potential blockages and expensive technical problems! Disposal bins are provided for any other items for your use.

Smoking - Sorry no smoking within the cottages - outdoor smoking only

Date Changes - We will do our best to accommodate date changes wherever possible - please contact us to discuss your requirements.

Cancellations - In the event that you should need to cancel your booking, the value of your booking (less a £20 administration fee) will be refunded provided that this instruction is received at least 8 weeks before your scheduled arrival date. In the event that a lesser cancellation time is provided - then the amount to be refunded will be at the discretion of Colley Farm Cottages and will be dependant on whether it has been possible to re-let the cottage.

Health & Safety - Colley Farm has a health & safety policy which must be complied with at all times including an initial guided tour of the farm yard. Colley Farm is a working farm and therefore care must be taken to prevent accident & injury - particularly from farm machinery and farm animals. Children under 16 years of age must be supervised at all times when in the farm yard and fields. The use of the open coal fire and wood burning stove within the cottages also requires extreme care and should only be used by adults.

Visitors - No visitors without prior notification/permission - please advise Brenda, Tom or Jennie if you intend to have visitors to the cottages - details required include how many persons and how many vehicles.

Dogs - Sorry no dogs within the cottages

Horses - Stabling is available for up to two horses and parking for horseboxes / trailers. Please contact Brenda to discuss your requirements.

Data Privacy - Colley Farm Cottages are committed to protecting the privacy of your information. Any data collected during the course of making bookings or dealing with enquiries is treated in the strictest confidence. We will not pass your information to any third party - your information will only be used to process your booking and to provide you with pertinent information.

Termination - Where unacceptable behaviour or nuisance is caused, we reserve the right to terminate your stay without being liable for any refund or compensation

Disclaimer - The Lomas family / Colley Farm / Colley Farm Cottages accepts no responsibility for any accidents, injuries or illnesses sustained by any visitor, nor loss of, or damage to, vehicles or property brought onto the premises by any visitor

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