

Washingpool Farm Holiday Cottages

Terms & Conditions July 2020



1. To secure your booking a non-refundable deposit of £100 per property per week (or part week) is required.
2. The balance of the tariff must be paid 8 weeks before the date of arrival. If the balance is not received by the date due on the booking confirmation, Washingpool Farm, at their discretion, reserves the right to make the property available for re-booking.
3. For bookings made less than 8 weeks prior to arrival the total amount is payable on booking.
4. Payments can be made by credit/debit card through SagePay (a link is embedded with your booking information), over the phone or bank transfer using the details provided in your booking confirmation.
5. The properties must be left in a clean and tidy condition. We would appreciate notification of any breakages, to ensure that the unit is fully equipped for future guests.
6. Please vacate the property by 10am on departure day. All properties are prepared to a high standard of cleanliness with extra measures in place to mitigate the spread of covid-19 and therefore we appreciate **arrivals not before 4pm**.
7. No more than the maximum number of persons stated in the brochure or website property description may occupy a property unless by prior written agreement with Washingpool Farm. Extra charges may be applicable. Washingpool Farm reserve the right to refuse admittance if this condition is not observed.
8. Washingpool Farm reserve the right to revoke or refuse prior to, or during the stay, any booking from parties which they consider to be unsuitable for the property.
9. We are unable to accommodate pets and smoking is prohibited in all properties.
10. Washingpool Farm shall not be liable to the guest or any member of the guest's party for any injury, loss or damage to their property or person, however caused.
11. Guests should ensure that all personal possessions are removed on departure from the property. Washingpool Farm will endeavour to return but if this is not possible, Washingpool Farm reserve the right to dispose of any guests' personal belongings after the departure day of the guests from the property.
12. Washingpool Farm reserve the right to refuse any booking and to cancel any booking already made if the property is unavailable (e.g. through fire, flood etc.) for any reason whatsoever subject to a full refund of all monies paid.
13. Short breaks may be available from September to May inclusive – minimum stay 3 nights charged at two-thirds of weekly rate, extra nights are charged pro-rata.

14. Bed linen, hand towels and tea towels are provided. **Bath towels, travel cot, high chair and stairgate are available on request** to ensure items are kept sanitised (no extra charge). Please note - we do not provide cot linen/bedding.
15. We provide an essential starter pack for our cottages including a toilet roll, a kitchen roll, some dishwasher tablets, some hand soap, some washing up liquid, some cream cleaner and some toilet cleaner. Unfortunately, we do not provide any extras if you use these up.
16. If we have to close the site due to a local or national lockdown and you are already staying with us, we will ask you to return home and refund you for any nights that you lose as a result.
17. If you are tested positive for Covid-19 during your stay with us, you will need to leave if any member of your party can drive you. If that is not possible and you have to self-isolate here, then you will have to pay for any bookings that have to be cancelled as a result.

Cancellation

Any cancellation must be advised by the party leader in writing.

1. If the booking is cancelled less than 8 weeks before arrival, then a charge equal to the full booking amount will be made.
2. If the booking is cancelled 8 weeks or more days before arrival a charge equal to the non-refundable deposit already paid applies.
3. **The rental charge does not include cancellation protection. We strongly recommend that you take out travel insurance to cover any cancellations made.**
4. If you have to cancel due to a local lockdown which prevents you from travelling or us from opening, then we will refund you the full amount of your holiday.

These booking conditions supersede all previous issues.