

Cragg House Farm Holiday Cottage and Camping Barn Terms & Conditions

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions:

- A contract between you and the owner will come into existence when the deposit payment is received.
- The deposit (equivalent to 1-night accommodation) must be paid to secure the booking. This must be paid within 3 days of a successful enquiry.
- The contract binds you (the lead booker) & all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- Bookings made less than seven days before your arrival date must be paid in full.
- The balance must be paid no later than seven days before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation.
- All cancellations must be notified in writing and once received we will confirm the cancellation.
- The customer remains liable for a percentage of the booking cost when a cancellation is received, as detailed below:

| Number of days before the holiday when cancelled | The % of booking cost payable |
|--|-------------------------------|
| More than 60 days | 5% of the booking cost |
| 45 to 59 days | 40% of the booking cost |
| 30 to 44 days | 50% of the booking cost |
| 15 to 29 days | 75% of the booking cost |
| 7 to 14 days | 90% of the booking cost |
| 0 to 7 days | 100% of the booking cost |

- If we are successful in getting a replacement booking, we will refund the total amount paid less a 5% booking fee.
- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
- If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.
- The maximum number of persons occupying the property must not exceed 2 adults in the Holiday Cottage or 8 adults in the Camping Barn and only those listed on the booking form can occupy the property. If you wish to invite additional visitors to visit you during your stay, please ask us first.
- Please be advised that no extra overnight visitors are allowed to stay at the property.
- Bookings cannot be accepted from persons under eighteen years of age.
- The owner reserves the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs or for inspection purposes.
- Tenancies normally commence at 14.00 on the arrival date and guests are required to leave the rental by 10.00 on the day of departure. Failure to do so may result in you being charged a further day's rental.
- You must not use the property except for the purpose of a holiday.
- Smoking is not allowed in the properties.
- Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to, and any damage or extra cleaning caused will be at your expense.
- Pets
 - We only allow well-behaved pets.
 - We must be notified of pets during the booking process.

-Please restrict dogs access onto the furniture, especially sofas and beds.
-Guests are responsible for cleaning up after their pets.
-Please clean muddy dogs using the outside taps and the dog towels provided.
-Dogs must not be left alone in the property.
-If the property requires additional cleaning due to excessive dog hair or mud, we will charge a £50 fee to cover the extra cleaning costs.
-You are responsible for your dog and you will be charged for any damage caused by your dog.

- Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday & you may be charged for any loss, damage or extra cleaning costs. These are to be paid for in full within 7 days of notification.
- If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result.
- Please do not move any furniture from one room to another or any of the indoor furniture, furnishings or bedlinen outside.
- When entering the Holiday Cottage, please remove shoes in the entrance hall and used boot trays provided.
- Please lock the doors and close the windows when you leave the property unoccupied.
- Please make sure you switch off lights, heating, or any electrical appliances when you go out – we're an eco-friendly holiday venue.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The client may in no circumstance re-let or sublet the property.

- The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.
- All inventory must remain in the property and not be taken to another property.
- You are responsible for the supervision of all members of your party under the age of 18 at all times.
- Please park your vehicles in the designated parking space detailed in your welcome email, ensuring cars do not block access to other buildings or gates.
- Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 7 am.
- We reserve the right to terminate your rental agreement with immediate effect where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others. You'll be asked to leave the property, without any refund of the rental amount paid.
- Fireworks, Chinese lanterns and portable bbqs are prohibited.
- Wi-Fi – We cannot guarantee access to the Wi-Fi as we have very poor broadband in the valley. If you are able to access the Wi-Fi, all guests agree to reasonable and lawful usage.
- Any problem or complaint must be immediately reported directly to us/our representatives to allow us the opportunity to resolve it.
- Non-compliance with the house rules will be considered as a breach of the terms and conditions of the rental agreement. We reserve the right to terminate the booking with immediate effect and without a refund if they do not abide by the rules.
- This property is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home.

Updated: October 2023