

## Abbey Farm

### Terms and Conditions

Bookings made through our website booking system or directly by BACS or PayPal take full or part payment at the point of booking, any balance due is required to be made by bank transfer or via PayPal, details will be provided prior to your balance becoming due.

At the point of booking/deposit receipt your holiday is considered confirmed and the following cancellation policies apply.

You may cancel your holiday with Abbey Farm at any time; however, the following fee structure will apply:

Number of full weeks before arrival that written notification of cancellation is received.	Cancellation charge based on total holiday cost.
More than 6 weeks	50%
Less than 6 weeks	100%
Premature termination of stay	100%

It is your responsibility to ensure you have appropriate travel insurance in place.

#### **Incomplete payment/cancellation:**

Where the balance of the payment for your holiday has not been paid 6 weeks prior to the commencement of your holiday, if the balance is not received Abbey Farm will be entitled to rescind the agreement, retain the deposit, and then claim against you all losses incurred. In the case of cancellation more than 6 weeks before the commencement of your stay only the deposit will be forfeited. It is your responsibility to ensure you have appropriate travel insurance in place. If a refund is agreed upon cancellation this will be less any fees incurred for example but not limited to commissions, costs or fees incurred e.g marketing/websites/admin. Administration charge We reserve the right to levy an administration charge of £30 for amendments to your booking arrangements in addition to any other charges applicable. In principle, amendments are not permitted within 6 weeks of your arrival date.

#### **Arrivals and Departures:**

Check-in time is between 2.00pm-7.00pm on the day of arrival. If you think you will be arriving after 7.00pm please contact us. Check out is by 10am on the day of departure. No refunds for inclement weather, late arrivals or early departures

#### **Pets**

Unfortunately we are unable to accept pets in our huts, you will be asked to leave if you try and sneak them in and will not be refunded.

#### **Hot Tub Chimnea and BBQ's Safety**

The Chimnea and BBQ may only be used by an adult who has read and understood the operational guide provided. If you are unclear on the operation of any item, please contact a member of staff before use. The BBQ and Chimnea provided must not be moved to another position. Guests are not permitted to bring their own BBQ's/Firepits/gas appliances disposable or otherwise to Abbey Farm. Only logs/fuel provided by Abbey Farm may be used in our Hot Tub/ Chimnea. Under no circumstances whatsoever are burnt/ burning logs to be removed from the Hot Tub/ Chimnea as this poses a huge fire risk. No naked flames are allowed inside the Hut or on the decking.

### **Infants & Children**

Guests over the age of 21 are most welcome to stay we cannot accept bookings from guests under this age. We can also not accept guests who wish to bring children under the age of 12. If you try to check in with children you will be asked to leave and will not be refunded.

### **Enjoyment**

In order to make everyone's stay at Abbey Farm enjoyable, all guests are requested to be considerate of others. Inappropriate or anti-social behaviour, perceived consumption of excessive alcohol or drugs will lead to removal of all guests associated with booking from Abbey Farm without a refund of the rental sum or any part of it. Any abusive behaviour towards staff or other guests will not be tolerated. The management reserves the right to deny access or terminate the stay of those guests whose behaviour is deemed unsuitable. No refunds will be offered. As it is quiet here any noise does tend to carry. Please respect your fellow guests' privacy. Guests are not permitted to play amplified music at any time. We are a quiet site in the evenings and request that all guests keep noise to a minimum.

### **Vehicles**

There is parking space for one vehicle adjacent to the hut and a second by our vehicles nearby. All vehicles are parked entirely at owner's risk.

### **Liability**

Abbey Farm can accept no liability for theft, loss or damage, of whatever nature, during or as a result of your stay. The person who books assumes responsibility for any other guests within his/her party and any others invited by you or them to the site. You and all members of your party are jointly and severally responsible for all loss, damage or injury which may arise, for Abbey Farm or any third party, as a direct or an indirect consequence of your party's stay, irrespective of whether this was caused through actions or refraining from actions by themselves or by third parties, who are at the farm through their making, as well as of all damage which is caused by any animal and/or matter which they have under their responsibility. If your accommodation or equipment is left in a poor condition resulting in additional cleaning, repair or replacement you will be charged for costs incurred. The booking guest is responsible for behaviour of all other guests and we reserve the right to recover any damages or additional cleaning costs etc. Guests also acknowledge that at times there may be some changes to their accommodation, accessible spaces and closure of facilities provided that are beyond our control. No refund or partial refund will be made under these circumstances. The booking guest shall be liable for and indemnify Abbey Farm against any liabilities, damages, claims, costs, losses (whether direct or indirect and including loss of profits) and expenses incurred or paid by Abbey Farm arising from the use or occupation of the accommodation.

### **Cancellation and changes**

Where any cancellation or change to your booking results from force majeure, our liabilities are limited. We cannot pay any compensation/refunds, meet any expenses or costs you may incur as a result of any such cancellation or change. "Force majeure" as interpreted by Abbey Farm exists if the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due

to circumstances which are beyond the control of Abbey Farm, including without limitation threat of war, staff strikes, blockades, fire, an act of God, floods, high winds, epidemics, health risks and other disruptions or events. Abbey Farm are within their rights to close the location, part of the location or facilities when they consider such circumstances as these make it necessary All guests should ensure they have adequate holiday travel insurance in place to cover this.

### **Assumption of risk**

Remember that you will be staying on/around working farms with live animals, uneven ground and potentially dangerous farm equipment among other hazards. Also you must be aware that some of the equipment (such as the Chimney, Hot Tub Stove, BBQ's etc) may be dangerous if misused. Whilst we take great care to keep you safe, accidents can happen and neither we nor the farm are responsible for such accidents (to the greatest extent permitted by law). If you notice that any equipment looks faulty and/or unsafe you must inform the Abbey Farm as soon as possible. We strongly recommend that you take out travel insurance against the risk of accidents and your stay being cut short.

### **Complaints**

Should you find you have any complaint during your stay at Abbey Farm, please notify us immediately and we will do all we can to rectify the problem. Please refer the matter to the duty manager if you feel it necessary. Should you remain unsatisfied please notify us in writing within 7 days of the end of your stay.