



## Mr Bumble's Barn Terms & Conditions

Thank you for booking your holiday at Willow Tree Farm, we hope you enjoy your stay with us.

- To secure your stay our booking form must be completed and a non-refundable deposit of 50% is required as per invoice. The balance must be paid one month prior to arrival.
- Full payment will be required on booking for any special offers or discounts.
- In the event of a cancellation we will return the deposit if we can rebook the cottage for that period – less a 10% administration fee. If a cancellation is made within four weeks of the arrival date we reserve the right to charge the full amount for the booking.
- We recommend that you have your own travel insurance as we do not provide this.
- In the unlikely event that we have to cancel the reservation, due to unforeseen circumstances, we will make a full refund of all monies paid. No further financial claims will be considered.
- Heating and electricity costs are included in the tariff.
- No persons in excess of the number agreed at the time of booking are to occupy the cottage. Breach of this rule will terminate the contract without recompense to the client.
- You are entitled to occupy the property for holiday purposes only and this agreement shall not confer on you any security of tenure within the terms of the Housing Act 1988 pursuant to which the occupation shall be deemed to be by way of an excluded tenancy.
- The cottage will be available from 3pm on the day of arrival. Other arrangements may be possible on discussion. Please vacate the cottage by 10am on the day of departure - unless alternative arrangements have been agreed with us.
- Please respect other guests and keep the noise to a minimum. We reserve the right to terminate the visit of any person whose conduct is detrimental to the comfort of others.
- Neither Willow Tree Farm, nor any of its representatives or staff shall be held liable for any accident, injury, damage or loss whatsoever, howsoever caused to any person, animal or property at any time.
- If you have any concerns or complaints please let us know as soon as possible so we can help to rectify the matter.
- Please take care of the property and its contents leaving it clean and tidy. We reserve the right to invoice the hirer for any exceptional damage and or cleaning costs within 7 days of departure.
- Willow Tree Farm Holidays has a no smoking policy within Mr Bumble's Barn. Smoking is allowed outside in designated areas only.
- Well behaved dogs are allowed in Mr Bumble's Barn with prior agreement. Our dog policy must be adhered to at all times. Any damage caused by dogs must be reported and guests will be responsible for any incurred costs.

- Farms can be dangerous places and children should be closely supervised. The farm rules, in our guest information folder, must be adhered to at all times.