

Elmfield Farm Cottages - Terms and Conditions

1. The number of guests occupying any one property is limited to 4 (+ up to 2 infants) in Dilly and Gilt Cottages and 6 (+ up to 2 infants) in Clay and Straw Cottages.
2. When guests make a provisional booking, they will be asked to give their name and address. To confirm the booking a deposit of £50 should be paid within 7 days. The remainder of the balance is payable four weeks before the start of the let. Payment can be made by cheque or bank transfer. If a booking is made less than 4 weeks before the start of the holiday the full amount of the rental should be paid to the owners at the time of booking or alternative arrangements agreed with the owner. Failure to pay the balance of rental charges will result in the owner treating the property as available for re-booking.
3. Guests must notify the owner of any cancellation as soon as possible. If a notice of cancellation is received between the dates of your deposit being received and the final payment being due then the deposit will be retained. If cancellation is made within four weeks of the holiday start then the whole amount paid will be retained unless the property can be re-let. The owners will do their utmost to re-let the property and if successful then a full refund will be made. If the property cannot be re-let then no refund will be given.
4. In the unlikely event of the property becoming unavailable due to circumstances beyond the control of the owners, any monies paid will be refunded in full, and the guest will have no further claim.
5. No pets are allowed in Clay or Straw Cottages. Pets are allowed in Dilly and Gilt Cottages with prior arrangement. Dogs must be kept on a lead in the farmyard areas and in any fields where there is livestock. There is no Smoking allowed inside any of the cottages.
6. All bed linen, duvets, pillows, bath towels and tea towels are included in the rental price. Travel cots and high chairs are available on request for no extra charge, cot linen is not provided. All heating and electricity costs are also included in the rental charge.
7. The responsibility for personal property, and any vehicle parked at Elmfield Farm, is solely that of the guest/s. The owners shall not be held responsible or liable for any accident, loss or mishap to any persons or property whilst using the premises, or for any illness or injury arising from any cause whatsoever. Guests must accept responsibility for the safety of their children at all times whilst visiting Elmfield Farm.
8. Guests agree to use the property solely for its intended purpose as self-catering accommodation and to accept the owner's right to refuse to hand over the Property to any person deemed unsuitable to take charge.
9. In the unlikely event that it is needed, the owners shall be allowed access to the property during the rental for all reasonable purposes e.g. plumbing leak.
10. The property must be respected and looked after during any stay, and left in the same clean and tidy condition, as it was on arrival. Please let us know of any damage or breakages so we can repair or replace them for the next guests. We reserve the right to charge for any damage or breakages however, minor damage or breakages will not be charged for provided they are notified to the owners.
11. Guest arrival time is from 3pm onwards. You must vacate the property by 10am at the latest on your day of departure unless special arrangements have been made with the owner. This is to allow us to prepare the property for the next guests.