

Terms and Conditions

1. The Contract

The contract for a short-term holiday let shall be made between the Visitor (“You”) and the David & Lucy Robins (“Owners” of Ford Farm Barns, the property). You shall be jointly and severally liable with the others in your party and all those in your party shall be bound by the terms of the contract herein. You shall be responsible for any minors in your party.

When you submit a booking via our online reservation system, you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by email.

The contract shall be governed by English law. If any provision within the contract is found to be legally invalid or unenforceable, such provision shall be deemed not to form part of the contract but the other provisions of the contract shall not be affected.

2. The Property and Occupancy

Although we make every effort to ensure the details and images on our website are accurate at the time of your booking, we cannot accept any liability for discrepancies.

The number of persons occupying the property must not exceed the number agreed at the time of the booking. Ford Farm Barns reserves the right to refuse entry to the entire party if this condition is not respected. If knowledge of additional guests is made aware once entry to the property has already been made, Ford Farm Barns reserves the right to do one of the following:

- Ask the whole party to leave immediately without any refund of money paid for unused days
- Agree an additional charge for the extra people and take payment accordingly
- Retain the damage deposit

3. Arrivals and Departures

Rentals commence, unless otherwise agreed, at 4 p.m. on the day of arrival and terminate at 10:00 a.m. on the day of departure. Failure to vacate all or part of the property by the requisite time may result in further charges.

Prior to your arrival you will be given details of how to access the property and who your contact person will be during your stay.

4. Payment

A deposit equal to 25% of the total rental cost is to be paid at the time of booking.

Balance of rent, along with the damage deposit, is due at least 42 days before the arrival date. Failure to pay the balance on or before the due date shall be construed as a cancellation on your part and any deposit paid will be forfeit (unless otherwise agreed).

In the event that a booking is made less than 42 days before the commencement of the rental, full payment, by cleared funds is required at the time of booking.

5. Additional Charges

A damage deposit will be secured against all bookings and varies according to the property. Please be aware that the minimum damage deposit will show on the summary when you book online and reflects bookings for under 2 weeks. Damage deposits for rental periods longer than 2 weeks are to be subsequently advised.

Should costs arise for any of the following it will be communicated with the Tenant within 2 weeks of their departure and the balance refunded accordingly once all invoices for damages have been received. Should no extra charges arise, deposits will be refunded within 2 weeks of your departure.

Keys

2 sets of keys will be issued to the guest upon arrival. In the event that keys are not returned upon departure from the property, or in the event of lost keys, a charge of £180 plus VAT will be made to the Visitor. Should a Visitor be locked out of the property and need to gain entry between the hours of 6pm



and 8am, Ford Farm Barns reserves the right to charge a call out fee of £40 plus VAT before 10pm and £80 plus VAT after 10pm.

Damage

It is the Visitors responsibility to keep the interior and contents of the property in the same state of repair and cleanliness as at the beginning of the letting, allowing for reasonable wear and tear. In the event of any breakages, damage or extra cleaning required after the Visitor has vacated, Ford Farm Barns will notify the Visitor by e-mail within 2 weeks of vacating the premises advising the damages caused and any costs incurred. Ford Farm Barns reserve the right to add a reasonable administration fee to cover the time incurred dealing with the damages.

In the event of any complaints of noise or disrespect and damage to the property Ford Farm Barns have the right to ask you to leave with immediate effect and without any compensation for unused days.

6. Chargeable Services

Cleaning

As part of your contract the property is cleaned on a weekly basis on the changeover day for any stays 11 nights or longer. Should you wish to have the property cleaned on additional days this can be arranged at a cost of £25 per hour with a minimum of 2 hours per day. Please kindly arrange this prior to your arrival.

Linen

Linen and towels are changed when the property is being cleaned. Should you wish to have your linen and towels changed more regularly this can be arranged at a cost of £30 per bedroom. Please note, there is a maximum of 1 additional linen changes provided per week.

7. Cancellation Policy

All cancellations must be made in writing.

In the event of a cancellation we will make every effort possible to re-let the property you have booked. If we are successful then full repayment of any funds paid will be made provided we can re-rent the same property, for the same or greater amount, less an administration fee of £50. If the amount the property is rented for is less than your original booking, you will only be



refunded the difference, less the administration fee. However, if we are not successful in re-letting the property then any funds paid will be forfeit. We therefore strongly recommend cancellation insurance.

If we are forced to cancel your booking for reasons outside our control we will reimburse any sums already paid by you in respect of the accommodation. Ford Farm Barns will be under no further obligation or liability for any losses or expense arising from these alterations.

There are no further circumstances for which Ford Farm Barns will be liable for a refund.

There are many factors which are un-foreseeable and could be very disruptive to holiday plans. Whether they be airline strikes or cancellations, delays, protests, family tragedy, ill health, weather disasters and more. Therefore we strongly recommend guests take out travel insurance to cover such occurrences. Once a booking is paid for, the guests acknowledge that it is their responsibility to take out travel insurance, should any circumstances beyond our control spoil their holiday.

We reserve the right to cancel any letting should you or any member of your party cause damage to the property, its furniture or contents or should you create a serious disturbance to any adjoining neighbours.

8. Right of Entry

Ford Farm Barns shall be allowed access to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

9. Complaints

We take every care to ensure a successful and enjoyable holiday. However, in the event of a complaint, please get in touch with us immediately. Please kindly note complaints are more easily resolved while you are still in the property.

10. Liability and Insurance

Ford Farm Barns, its Employees and Agents do not accept third party liability in respect of breach of contract, negligence, misrepresentation or otherwise.



We cannot in any circumstances accept liability for any personal injury, loss of life, damage, loss or accident to personal property.

Visitors are advised to ensure their own insurance covers any loss or damage to personal property during their stay and to ensure adequate personal and travel insurance is taken out.

Except where otherwise expressly stated in these Booking Conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by "Force Majeure". For the purposes of these Booking Conditions, Force Majeure means any event beyond our or our supplier's control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include, warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our or the supplier(s) concerned's control.

While Ford Farm Barns endeavours to ensure the highest standard for all of the properties, it does not warrant that in booking these properties, they will be in accordance with local national laws including health and safety and insurance.

Please note we are not responsible for the content, security or data policies of any linked websites connected and accessed via the Ford Farm Barns website.

11. Facilities

Facilities will vary per property and are listed under each property page. However, all properties will be provided with electricity, fuel, wifi, linen, and towels and are included in the rental cost. The property will be serviced weekly for stays of 11 nights or longer. Your accommodation will be cleaned, the beds changed and towels replenished.

12. Prohibited Items

To reduce fire risk, use of the following items is prohibited;



- Smoking & vaping devices
- Candles, tea-lights, ethanol or incense burners
- Fireworks & sky lanterns
- Portable heating equipment
- Deep fat fryers
- Third party catering equipment (unless prior permission is obtained from owner)
- Charging of electric vehicles