

TERMS AND CONDITIONS

The Contract entered into is between the Owners of The Old Milking Parlour, Amanda and Philip Russell and the person completing and signing the Booking Form. The Contract is not effective until the required payment has been received and confirmation sent from The Owners to the Hirer.

Bookings can only be accepted from persons over 18 years of age and by paying the deposit he or she agrees to the Terms and Conditions on behalf of the total party intending to stay at the property. Parties where the majority of members are under 18 or of the same sex will not be accepted (except families).

Reservations can be accepted by telephone, fax or email and must be confirmed by sending the completed Booking Form and required deposit within 7 days. The balance must then be paid six weeks before the holiday is due to start, this date will be included with your confirmation. No reminder will be sent and we reserve the right to cancel the booking if the balance is not paid by the due date and retain the deposit. For bookings made less than 6 weeks of the start of the holiday the full cost is due within 7 days of the booking. Cheques should be made payable to *Mrs Amanda Russell*.

Holiday dates may be changed providing the property is available for the new dates and the owner is agreeable to the change. A £75 re-booking charge will be payable.

The owner reserves the right to charge a security deposit (£100) at certain periods. This deposit will be refunded to you during the week following your holiday, with deductions for any breakages or damage done to the property.

Cancellations must be notified in writing. The owners will endeavour to re-let the property, and if successful may refund all monies received less handling fee of £75. If cancellation is made up to 8 weeks before the arrival date, the deposit will be refunded.

Force Majeure we cannot accept liability or responsibility for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government or public authority, changes imposed by re-scheduling of airlines or any event outside our control.

Insurance is strongly recommended. We advise you that you should arrange appropriate insurance cover to safeguard against holiday cancellation.

Non-Availability of Property if for any reason beyond our control the property is not available, all monies will be refunded in full and we will not be liable for any further claims.

Damage, Loss and Insurance – you are responsible for the property during your stay and should be in good order and clean condition upon departure. Any damages or breakages must be reported to the Owners prior to departure, no attempt should be made to repair or replace items. The Hirer agrees to not cause nuisance or annoyance to nearby neighbours. The Owners reserve the right to reasonable access to the property at any time. The total number staying in The Old Milking Parlour shall not exceed 5 persons. Smoking is NOT permitted in the property and No pets are allowed. We cannot accept any responsibility for personal injury to you as guests or holidaymakers or for loss of property or for other matters over which we have no control.

Occupancy shall be from 16.00 hours on the day of arrival to 10.00 hours on the day of departure, unless prior arrangements have been made. It would be much appreciated if guests could arrive before 20.00 hours on day of arrival to enable us to greet you personally.

Descriptions are for guidance only, and every effort is made to ensure that they are accurate, however, if there are any points of particular importance please contact the Owner to clarify information. Whilst the Owner has taken all responsible steps to ensure that the information contained in its advertisements are accurate the Owner reserves the right to alter, substitute or withdraw any service, facility or amenity.

Breach of these Terms and Conditions will result in the Owners terminating your booking and requiring you to vacate the property immediately. No refunds will be made.

Complaints should be taken up with the Owners as soon as possible and in any event before departure to allow remedial action to be taken. It is specifically agreed that failure by the Hirer to notify the Owner of any complaints in accordance with the time scale set out will entitle the Owner to refuse to entertain the complaint irrespective of its merits.

Enjoyment is a must. Have a great holiday!