

Life Hill Farm Cottage - Terms and Conditions

If you book through a third party website such as Farm Stay, Homeaway, Owners Direct or Guestlink the terms and conditions may vary and you should refer to the terms and conditions sent to you at time of booking.

We encourage all guests to book direct.

DEFINITIONS

"Booking" means a stay at the Property

"The Property" means Life Hill Farm Cottage

"You" and "Your" means any and all persons using this website or making a booking at Life Hill Farm Cottage

"We", "us", "our" and "Life Hill Farm Cottage " means J F Grace

CONTRACT

1.1 The contract for a holiday rental shall be made between you and Life Hill Farm Cottage.

1.2 The contract between you and Life Hill Farm Cottage becomes binding only when Life Hill Farm Cottage issues the booking form and the deposit is paid in cleared funds. The contract will be subject to all of the following conditions.

PAYMENT

2.1 A non-refundable deposit of £50 fee is payable at the time of booking.

2.2 The balance must be paid at least 28 days prior to the start of the rental period. Non-payment of the balance on or before the due date shall be construed as a cancellation of the contract by you and the terms of condition 3 shall apply, the non-refundable deposit will be forfeited. The due date will be detailed on your booking confirmation. The due date may be adjusted at Life Hill Farm Cottage's discretion.

2.3 For bookings made less than 28 days prior to the start of the rental period, the full balance is due at the time of booking.

2.4 Payment of your deposit signifies agreement with these terms and conditions – a copy of which is provided with every booking confirmation.

CANCELLATION

3.1 In the event that you need to cancel a confirmed booking, this must be done in writing/email to Mrs J F Grace, Life Hill Farm, Driffield, YO25 3EY, info@lifehillfarm.co.uk

3.2 The following cancellation charges will apply:-

28 days plus from arrival	Deposit
0 - 28 days before arrival	100% of total contract value

We strongly recommend that you take out a travel insurance policy.

CHANGES TO YOUR HOLIDAY

4.1 Holiday dates may be changed, for new dates at Life Hill Farm Cottage, provided the Property is available for the new dates, if the changes are agreed more than 28 days before the start of the original holiday dates and if any additional charges required are made.

4.2 An administration charge of £25 will apply if the value of the changed dates is less than the original holiday booked

4.4 In the event that we have to make changes to the booking (e.g. by reason of the unexpected withdrawal of the property for whatever reason) Life Hill Farm Cottage will endeavour to make a suitable alternative booking at another date. If it is not possible to find an alternative, we will refund all sums paid by you and this will be the only obligation or liability of Life Hill Farm Cottage to you in such circumstances.

PERIOD OF HIRE

5.1 Rentals commence, unless otherwise notified, at 4.00pm on the day of arrival and end at 10.00am on the day of departure. (We may be able to arrange more agreeable times if requested).

PETS

6.1 We accept two well behaved small/medium sized dogs by arrangement. There is an additional charge for pets and this must be selected at the time of booking. Dogs must be mature and fully housetrained.

6.2 Pets are not permitted upstairs, to sit on the furniture, in the bathrooms or to be left unattended in the cottage.

6.3 Please ensure that you comply with 6.2 above failure to do so could lead to early termination of your stay with no refund.

6.4 For the avoidance of doubt any damage or excess cleaning caused by a pet will be charged to you. Please ensure that you clean up after your pet – charges will be made if this is not observed.

NUMBER OF PERSONS USING THE PROPERTY

7.1 The number of persons occupying the property must not exceed the maximum number stipulated at the time of booking. We reserve the right to refuse entry to the entire party if this condition is not observed or to ask the group to leave with no refund.

7.2 You are welcome to have friends and family visit you at the cottage.

7.3 If the property has been let on a low occupancy discount, the number of persons occupying the property must not exceed the maximum number stipulated in the booking confirmation. We reserve the right to refuse entry to the entire party if this condition is not observed. You can pay the extra charge on arrival to remove the low occupancy condition – please request details.

7.4 We are able to provide a travel cot and high chair at an extra cost. Please book at time of reservation.

7.5 The ground floor annexe bedrooms are not suitable for young children. Minimum age suggested 15 years old.

7.6 The first floor bedroom can be a family room with a double sofa-bed or single z-bed to give extra accommodation. There is a charge for parties over 6 persons.

CARE OF THE PROPERTY

8.1 You agree that you shall take all reasonable and proper care of the Property and its furniture, pictures, fittings and effects in or on the Property and leave them in the same state of repair and in the same clean and tidy condition at the end of the rental period as at the beginning. You will be liable for the cost of any damages, breakages, losses and any extra cleaning or repair costs which are incurred due to non-compliance with this condition.

8.3 Any extra charges due will be notified in writing within 5 working days to the address provided at booking. They are due immediately.

COMPLAINTS

9.1 Should you have any cause for complaint during the occupation of the Property, your complaint must be notified within 48 hours to Life Hill Farm Cottage and in the case of a serious problem this should be confirmed in writing.

LIABILITY

10.1 Life Hill Farm Cottage, its employees and agents shall not be under any liability to you or third parties for any loss or damage arising from breach of contract, negligence, and misrepresentation or otherwise.

10.2 If the Property you have booked becomes unavailable or unusable for some reason prior to the date of booking, then Life Hill Farm Cottage's sole obligation will be in accordance with clause 4.

WARRANTIES

11.1 Life Hill Farm Cottage does not warrant and is not responsible for the accuracy of any verbal information given or statements made by any of its servants or agents.

RIGHT OF ENTRY

12.1 Life Hill Farm Cottage shall be allowed the right of entry to the property at all reasonable times on reasonable notice for the purpose of inspection or to carry out any necessary repairs or maintenance.

SMOKING/VAPING

13.1 Life Hill Farm Cottage is a no-smoking and no-vaping property. If guests smoke in the properties we reserve the right to ask you to leave the property even if your let is not complete.

SAFETY

14.1 Guests must accept responsibility for their own and their children's safety. Play equipment, cots, highchairs, and children's safety equipment where provided is used at your own risk.

CAR PARKING

15.1 Cars are parked at owner's risk.

INTERNET

16.1 We provide a free broadband internet connection for guests use. This is subject to a fair usage policy.

16.2 By using our internet connection you agree not to undertake any illegal activity this includes but is not restricted to the illegal downloading of copyright material.