

## **Terms and Conditions**

### **Travel Insurance**

We strongly recommend that you purchase your own travel insurance that covers all eventualities including pandemics.

### **Bookings**

The lead booker must be over the age of 18 at the time the booking is made. It is the lead bookers responsibility that all the booking terms and conditions are adhered to and that all other members of the party are made aware of these terms and conditions. All bookings are non-transferable.

Only the people you have named are entitled to stay in the accommodation, and the total number in your party shall not exceed the advertised capacity. In order to comply with the requirements of our Insurers we reserve the right to refuse occupation on arrival should the members of your party not correspond to the details given to us. In these circumstances we will return the payment you have made for your holiday less the initial deposit you have made to cover our loss of earnings.

### **Group Bookings**

We do not cater for stag or hen parties.

### **Payments**

A non-refundable deposit of 25% of the total amount is payable immediately upon booking. The booking will not be confirmed until the deposit is received.

The balance is due by 60 days prior to arrival; you will be sent an email before this date requesting that the balance is due. If the balance is not paid by the due date then we will assume the booking has been cancelled by the guest.

For bookings made on or less than 60 days prior to arrival the total amount is payable at the time of booking.

### **Cancellations/No Shows**

Any cancellation requests should be e-mailed from the lead booking email address only and must clearly state the lead booking name, dates and reservation number.

#### Cancellations

|                   |                |
|-------------------|----------------|
| 60 days or more   | – 100% refund. |
| 30-59 days        | - 50% refund.  |
| 14-29 days        | - 10% refund.  |
| Less than 14 days | - No refund.   |

When you book your holiday with us we strongly advise you take out holiday insurance to cover any cancellations.

**Check In/Check Out Details**

Your accommodation will be ready for occupation from 4 p.m on your arrival day unless prior agreement has been made.

Check out is by 10 a.m on the day of departure. Unfortunately due to turn around times, we are unable to offer later check out. Please leave the key on the worktop.

You must ensure that the property is left in a clean and tidy condition and that the property and its contents are respected at all times. If damage occurs (beyond fair wear and tear) or excessive cleaning is required then we reserve the right to recover the cost.

**Lost Keys**

Please look after your set of keys for your pod, a charge will be made to cover any lost keys.

**Damage/Breakages**

Any damages or breakages must be reported to us immediately, you will be liable for covering the cost.

**Vehicle/Parking**

Parking outside the pod is permitted to 1 vehicle. All vehicles are left at your own risk and we accept no responsibility for any loss, damage or theft whilst on site.

**Pod Rules**

We wish everyone to enjoy their stay at Barnharrow Holiday pods and ask that guests behave appropriately. Please limit noise between the hours of 10 p.m – 8 a.m. Parents are responsible for their children, as such children must be supervised at all times.

**Additional Visitors**

No additional family or friends are allowed on site unless previously agreed.

**Access to the pods**

We reserve the right to enter and inspect our pods at any time. Should any maintenance be required during your stay we will do our best to schedule this as appropriate.

**Prohibited Items**

We have a zero tolerance policy on all illegal substances. Anyone found to be in possession/found to have taken such substances will be asked to leave the site immediately (no refund will be issued), reported to the Police.

No fireworks are allowed.

**Smoking**

For the comfort of our guests our pods are STRICTLY NO SMOKING and NO VAPING. If you do not respect this policy and there is any evidence of smoking in the properties, we have an arrangement with a local cleaning contractor, who we are able to employ at short notice to clean the pods ready for our next non-smoking guests and you will be charged accordingly.

**Fixture/Fittings**

One hand towel and one bath towel for 2 adults will be included together with bed linen (for the double bed). You must bring your own linen/sleeping bag/towels for additional guests using the sofa-bed.

Electricity, heating and water are included in the cost of your holiday. Firewood for the log burner is to be purchased onsite only.

A BBQ is provided and charcoal can be purchased onsite. Guests are NOT permitted to bring their own fire pits/BBQs. No open campfires are allowed.

Always attend to and keep the fire under control. Please extinguish prior to retiring for the evening. You are responsible for any damage/injury caused by the BBQ/fire pit. No fire lighter fluid is allowed to be used in the log burner, BBQ or fire pit.

**NEVER LEAVE THE LOG BURNER OR BBQ UNATTENDED****Water Supply**

Due to us being on a private water supply we need to look after this precise resources as much as possible, so unfortunately we CAN NOT allow paddling pools, water pistols, water bombs/rockets etc.

**Pets**

A maximum of two well behaved dogs are welcome at our Pods. Dogs must be kept on a lead at all times due to there being livestock in the fields. Clean up after your pet. Bring your own pet bedding/basket. Never leave your pet unattended in our pod.

**Telephone/Wifi**

No landline telephone is available at the property. There is poor mobile telephone reception and no WIFI.

**Liability**

We accept no responsibility or liability for damage or theft to or from any vehicles or damage or theft to or from any of your personal belongings left in the property or within its grounds.

We accept no responsibility or liability for any damage or injury to any member of your party that may occur whilst you are in occupation of the property.

**Lost Property**

If you have left something in our pod, please contact us and we will do our best to ensure it is returned to you. Please note this may incur a charge and will be dependent on the item.