

## **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 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 you will be refused entry to our pod and no refund will be given.

### **Group Bookings**

We do not cater for stay 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 60 days prior to arrival; you will be sent an email before this date requesting the balance. 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 made by e-mailed from the lead 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 4.00 p.m on your arrival day unless prior agreement has been made.

Check out is by 10.00 a.m on the day of your 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 than 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 recover any lost keys.

### **Damage/Breakages**

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

### **Vehicle Parking**

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

### **Vehicle Charging**

As we do not have dedicated charging points for electric vehicles, our Insurance Policy does not allow us to provide electric charging for your vehicle. Please therefore use the dedicated charging points in Newton Stewart & Stranraer.

### **Pod Rules**

We wish everyone to enjoy their stay at Barnharrow Holiday Pods and ask that guests behave appropriately. Please limit the noise between the hours of 10.00 p.m – 8.00 a.m. Parents are responsible for their children, as such children must be supervised at all times.

### **Additional Visitors**

No additional visitors of family or friends are allowed on site.

### **Access to the pod**

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 the possession/found to have taken such substance's will be asked to leave the site immediately (no refund will be issued) and 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.

### **Fixtures/Fittings**

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

Electricity, heating and water are included in the cost of our holiday. Firewood for the log burner/fire-pit is to be purchased onsite only.

A BBQ/fire-pit is provided, and charcoal can be purchased onsite. Guests are NOT permitted to bring their own fire-pits/BBQ's. 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/firepit. No fire lighter fluid is allowed to be used in the log burner, fire pit or BBQ.

Please ensure the log burner/fire-pit is cleaned out before your departure and any hot ash places in the bucket provided.

**NEVER LEAVE THE LOG BURNER OR BBQ/FIRE PIT UNATTENDED.**

### **Water Supply**

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

### **Service Utilities**

Should there be a failure in a utility service (e.g water, heating electricity, sewerage) please notify us immediately and we will aim to restore the service as quickly as possible. However, should any utility service failure extend beyond a 12 hour period from notification, for your health and safety reasons you will be asked to leave the accommodation and your accommodation fee for the duration lost will be fully refunded or you will be offered to rebook for another time subject to availability.

### **Extreme Weather**

Barnharrow Holiday Pods holds no responsibility for guests who are unable to attend our pods due to extreme weather or traffic conditions (e.g snow, flooding, high winds, road traffic accidents/congestions etc). If a guest is unable to reach Barnharrow Holiday Pods due to adverse weather conditions or travel issues, you will lose your full payment and an alternative date will not be offered. Please ensure you have full holiday/travel insurance to cover such eventualities. If we make the decision to cancel your stay for safety reasons due to extreme weather (snow or high winds), we will offer you an alternative date, subject to availability.

**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/bowl etc. **Never leave your pet unattended in our pod.** Please see our pet policy for more information.

**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.

**Hot Tub**

Please read our separate terms and conditions for the use of the hot tub.

Updated January 2023