

GRANGE FARM PARK BOOKING TERMS & CONDITIONS FOR BEDROOMS, CARAVANS, COTTAGES AND LODGES

UPDATED AUGUST 2018

Booking Conditions

Here are our booking conditions for Grange Farm Park.

Please read these carefully as they set out the terms of the contract that you will enter when you make a booking with us.

Please contact us if you have any questions. Each cottage, lodge, caravan or bedroom booked is a separate contract.

Owners

- Yew Tree Cottage, The Granary, Caravans C4, 4, 5 and 6 are **Ann Graves**
- Ash, Oak, Chestnut, Walnut, Lakeview 1 & 2, Caravan 3, Badgers Den, Breeze Lodge, Poppy, Daisy, and Rooms 1 – 6 are **Graves Properties**

Arrival and Departure

Weekly bookings for Caravans, Cottages and Lodges run from Friday to Friday or from Monday to Monday.

Short break stays for Caravans, Cottages and Lodges run from Friday to Monday or Monday to Friday.

Rooms are booked on a nightly basis.

- On the day of your arrival, your caravan, cottage or lodge will be available from 3pm. Please let us know if you will be arriving late so that we can arrange entry.
- On the day of departure, you must vacate your accommodation by 10am.
- Your bedroom will be ready for 3pm, and we ask you vacate by 11am

(Please note – Hot tubs are emptied cleaned and refilled for new guests therefore they are not available for use after 9am on the day of departure)

Booking and Payment

If, when booking accommodation, your arrival date of the rental period is more than 6 weeks away, you must pay a minimum £100 deposit per week, per property. The remaining balance is to be settled 6 weeks prior to arriving. If, when booking accommodation, your arrival date of the rental period is less than 6 weeks away, you must pay the full amount of the booking.

Once the deposit has been paid the booking is then confirmed. You will be issued with written confirmation (via email), a binding contract will exist between us, the owners, and yourself. You should check the confirmation document carefully and notify Grange Farm Park immediately in case of any mistake or discrepancy.

Deposits are non-refundable unless we are unable, for any reason, to accept the booking. Grange Farm Park reserves the right to cancel your booking at any time and retain any deposits paid if the full balance is not received by the due date. If the

deposit or full payment is not received within 48 hours of making the reservation, Grange farm Park reserve the right to cancel the booking, without notification.

You may pay by cheque, credit card, debit card or BACS. Our prices are inclusive and quoted in Pounds GB.

Payment by cheque payable to Ann Graves for rental of Yew Tree Cottage, The Granary, Caravans C4, 4, 5 and 6.

Payment by cheque payable to Graves Properties for rental of Ash, Oak, Chestnut, Walnut, Lakeview 1 and Lakeview 2, Breeze Lodge, Badger's Den, Poppy, Daisy and Rooms 1-6.

Payment made to Graves Properties are prices inclusive of VAT at the prevailing rate.

Alterations to your booking

If you wish to amend the date of your agreed rental period with us, there will be an administration fee of £25 to make small changes. The date of the holiday can only be changed if it is more than 6 weeks away, or in circumstances with our agreement if less than 6 weeks away. The request will only be accepted if the accommodation is available for the dates requested.

Cancellation

Once you have booked your stay with us and we have accepted your booking, our agreement is a legal contract and any deposit/s you may have paid is non-refundable. If you wish to cancel the accepted and confirmed booking with Grange Farm Park, you must notify us over the phone **and** in writing immediately.

A cancellation charge is payable depending on the number of days before the rental period start date.

The amount payable is set out below, the number of days refers to the number of days' notice given of cancellation before the rental period start date.

No of days prior to the start date	The cost you will incur
1 - 42 days (up to 6 weeks before)	100% of the rental price
43 days – 84 days (up to 12 weeks)	50% of the balance
85 days or more (more than 12 weeks away)	Full refund minus the £100 deposit

If for any reason the accommodation you have booked becomes unavailable or unusable prior to the start of your rental period, we will endeavor to find you suitable alternative accommodation. If suitable accommodation cannot be sourced or unacceptable to you, all monies paid to us will be refunded. Whatever the circumstances, our liability to you will not extend beyond a full refund. We shall not be responsible for any consequential loss.

We strongly recommend that you obtain suitable holiday insurance to avoid any loss owing to cancellation.

Use and care of Accommodation

The accommodation must not be sub-let, only the persons listed in the booking request, or notified to us and accepted by us afterwards, may stay in the property. The maximum occupancy of the property, as shown on our website, must not be exceeded.

Bookings will not be accepted from groups of single persons under the age of 21 years without our prior agreement.

Bookings will not be accepted from groups of single sex.

Bookings will not be accepted from hen or stag parties.

You will comply with any reasonable regulations and safety rules relating to the booked accommodation, and the Park, which will be communicated to you before /upon your arrival.

The accommodation will not be used for any activity or in a way to cause a nuisance or annoyance to neighbors. If we consider that you are/have behaved anti-socially, irresponsibly, or have caused significant damage to the property or the property of others, we are entitled to terminate your let immediately without a refund. Any noise and irresponsible behavior will not be tolerated. We ask you respect our park guests and residents.

We or our representatives shall be allowed access to the accommodation at any reasonable time for inspection or maintenance, except in an emergency where immediate entry may be required.

Please take good care of our accommodation. Whilst we employ housekeepers, guests are expected to leave the cottages in a neat and tidy fashion with all bins emptied and all dishes washed and put away.

Breakages

You are responsible and liable for any breakages which you cause to the accommodation or its contents. We do not normally charge for minor breakages, but you will be held responsible for repair or making good if we consider that the damage or breakage is significant. This will be billed via invoice, and payable upon receipt.

Please report any damage or breakages as soon as they occur. You will report without delay any defects in the property or any breakdown of equipment or appliances therein. Arrangements for repair or replacement will be made as soon as possible.

We do not accept any liability for any damage, loss, injury, sickness or inconvenience to any member of your party, or any vehicles or possessions belonging to any of them, howsoever caused, nor shall we be liable for any additional expenses incurred by you whether directly or indirectly caused by or

arising from any aspect of your booking with us. Under no circumstances shall our liability to you exceed the amount paid by you to us.

Dogs

Dogs are charged at £30 per week or short break in Caravans, Cottages and Lodges, and £10 per night in the Bedrooms.

We politely request that you do not leave dogs unattended in the accommodation at any time. Should you go out you must take your dog with you. No dogs are allowed on furniture or on beds. Dogs must always be kept on a lead under the control of a responsible adult. If we think your pet is causing a nuisance or damage you will be required to remove it from the park. We advise you to bring a pet basket/bed.

Extra charges will be made for damage or extra cleaning and washing caused by dogs. This will be billed via invoice, and payable upon receipt.

Guests with allergies should be aware that we do not accept any liability for any suffering which may occur because of such pets having been present previously.

Personal Possessions

You are responsible for your personal possessions on park or in your holiday home. We are not responsible for any loss or damage to these. If you leave personal possessions behind at the end of your holiday, we'll try to return them but are not responsible for them.

Changes to Terms

Grange Farm Park may change these terms from time to time. If we do so, then we will notify you by email and posting the new terms on our website.

Data Protection

we will endeavor to ensure that the content of this website is always accurate, honest, and up-to-date. However, all content, including prices, is subject to change without notice.

- **Personal Information** - All personal information collected through the forms on our website will be used only for the purpose intended, e.g. to answer an enquiry or to process a holiday booking. Personal information will not be retained for longer than is necessary to satisfy the enquiry or booking made.
- **Mailing List** - In the case of our mailing list, we will retain the information supplied by you for the purpose of operating our mailing list. Your information will not be shared with any other third parties. We will remove your details from our mailing list on request.
- **Cookies** - Cookies are small parcels of data stored temporarily on your hard drive while you are browsing a website. These are a standard mechanism used by most websites. Our website employs cookies for the purpose of maintaining user sessions to enable the booking process. Cookies are also used for the purpose of generating access statistics. These provide us with general information about how our website is used. No personal information that would enable us to identify individuals is either obtained or stored. By using our website with cookies enabled, you consent to our use of cookies.

You accept that data gathered during the course of this booking may be held on computer.

Applicable Law

When making a booking with us, you agree to comply with the above terms and conditions. In the event of a dispute, the laws of England and Wales shall apply and the English courts shall have jurisdiction.