

## **Birch House Farm Terms and Conditions of Booking**

### **Admission**

Admission is only permitted after registering at reception and providing photo ID. Under 18s must be accompanied by their parents or legal guardians.

Birch House Farm reserves the right, at all times, without statement of reasons, to refuse a booking.

Authority to Sign - the person who signs the Booking Form certifies that:

- he or she is authorised to agree the Booking Conditions on behalf of all persons included in the Booking Form, including those substituted or added at a later date;
- the signatory is over eighteen years of age;
- they agree to take responsibility for the party occupying the lodge, and to notify the Owners if they are not a member of the holiday party.
- Nothing in these conditions excludes or limits the liability of the Owners:
  - for death or personal injury caused by the Owners negligence.
  - for any matter which it would be illegal for the Owners to exclude or attempt to exclude their liability.

### **Assumption of Risks**

You will be staying in the countryside with live animals and potentially dangerous farm equipment amongst other hazards. Whilst we take great care to keep you safe, accidents can happen and we are not held responsible for such accidents (to the greatest extent permitted by law). If you notice that any equipment looks faulty and/or unsafe you must inform the owner as soon as possible.

### **Arrivals and departures**

This is a small, family run business. Arrival times are flexible as long as its after 15:30 and notice has been given of arrival times via a text message or email.

It is very important to plan your journey so that you arrive at the farm during daylight. Arriving and settling into your lodge is an adventure. However, it's unlike arriving at a hotel where you park and walk across a well lit path to the hotel, so please do plan to arrive during daylight hours, it really is essential. It will take time to load & unload and then unpack when you aren't parked next to the lodges.

Late arrivals must notify us as soon as possible. Your booking will be held for 24 hours. After this period the management reserves the right to re-let your accommodation.

Departure by 10:00.

### **Vehicles**

All cars must be parked in the designated area. No vehicle movement between 11.30pm and 7am.

### **Birch House Farm cancellation policy**

No refunds within 15 days of arrival date. No refunds for inclement weather, late arrivals or early departures. Bookings cannot be amended within 14 day(s) of arrival.

If you need to cancel or amend your booking, please give as much notice as possible so that someone else has the chance to book.

You may wish to purchase holiday insurance for unforeseen circumstances that may include cancellations, personal injury and damage to or loss of your own property.

### **Changes to your holiday**

Bookings cannot be amended within 14 day(s) of arrival.

### **Dogs**

**Dogs will incur a one off surcharge of £20 per booking.**

One well behaved dog is permitted per lodge –

1. They will be house trained.
2. Have their own bedding and food bowls with them.
3. They will be kept on a lead at all times when on site.
4. They will be clean and dry when entering the lodge.

### **Extras**

Our lodges are priced per night for 2 people.

**Extra breakfast packs, BBQ packs, log or eggs will be paid for at the time of ordering.**

## **General**

All damages must be paid for. Naked flames and gas lamps inside the lodges are not permitted. Guests are asked to avoid any noise or nuisance that may disturb other guests on site. In the event of a complaint, please speak to reception immediately. Complaints which are not brought to our attention during your stay cannot be dealt with once you have left the site. Radio, music and TV players must be kept at a low volume. Car doors and boots must be closed quietly. Total silence must be respected between 11pm and 7am. Birch House Farm has no liability for: - theft, loss or damage, of whatever nature, during or as a result of a stay at Birch House Farm. - falling into defect or putting out of action of technical equipment and loss or closure of supplies at Birch House Farm - The tenant and those who accompany him or her, are jointly and severally responsible for all loss and/or damage which arises, for Birch House Farm and, or any third party as a direct or an indirect consequence of their stay, irrespective of whether this was caused through actions or refraining from actions by themselves or by third parties, who are at Birch House Farm their making, as well as of all damage which is caused by any animal and/or matter which they have under their responsibility

## **Hired accommodation**

Smoking in the lodges is strictly forbidden. Any cigarettes smoked on site MUST be placed in the sand bucket provided. Your unit must be left clean and tidy, a fine of £25 will be incurred for unclean lodges upon departure.

## **Occupancy**

2 adults per lodge only No hen/stag parties permitted. Occupancy cannot exceed the number stated on the booking form.

## **Pitches**

No tents, awnings, pop up tents or gazebos to be pitched next to the lodges or in the lodge area. Rubbish and any waste must be disposed of in the bins provided. Please be considerate of the natural surroundings, plants and trees. It is forbidden to put nails in trees and to cut any branches. Please keep your area surrounding the lodge clean and tidy. Do not leave food waste outside. The establishment is not liable for any damages to guests' equipment.

## **Sewage waste**

Our sewerage system is a bio digester with a clear water run off. Nothing but human waste and toilet paper is to be flushed down the toilets. Bins are provided in the bathroom and kitchen.

## **Safety**

The use of ponds, woodland footpaths, climbing trees and any other activity on the Owners land is the responsibility of the Guest and is done so at their own risk. Barbecues are permitted on the fire pit using the provided grill option.(BBQ charcoal to be supplied by the guest). NO disposable BBQ's permitted. Fire extinguishers, fire blankets and first aid kits are available inside each lodge. (please notify us of any usages so they can be replaced.) Open fires are allowed in the fire pit only. Any personal electric appliances used on site must not be faulty.

## **Visitors**

Visitors are not permitted on site without prior discussion with the management.

## **Payment**

A £50 non-refundable deposit is payable now. Birch House Farm will **debit the balance from your card** 15 days before arrival, or if the arrival date is sooner than 15 days then the balance will be taken immediately.

**You can also opt to pay the full amount at the time of your booking.**

**Payment methods accepted at Birch House Farm for extra logs, breakfast packs, BBQ packs or eggs during your stay.**

Cash

MasterCard

Visa