

## Your booking terms

1. The booking terms for a Short-term Holiday Rental are between the person making the booking and Church House Farm. The person making the booking and all members of the party are subject to the following booking conditions, and must be complied with. The lead guest must be at least 18 years of age at the time of booking. The full name and nationality of all guests over the age of 16 is required by law and confirmation of age is required for those under 16 years. Government-issued photo identification may be required at check-in.
2. A valid credit card or debit card is required to guarantee Your booking You will not be charged until Your stay unless You have chosen to pay in advance. If Your card is declined, you will be notified to update Your card details within 48 hours, after which we may automatically cancel Your booking. When You enter the period beyond which the Booking can no longer be cancelled free of charge, We may pre-authorise Your card for an amount equal to the cancellation fee. A pre-authorisation is NOT a charge and no monies are taken from your account, but the credit limit available on your card may be temporarily reduced by the value of any cancellation fee applicable at that time.
3. If the booking is cancelled before 21:00, 42 days before check-in it is free of charge, less then 42 days before check-in the charge is 50% of total.
4. The maximum number of guests per cottage is stated on our website and cannot be exceeded. Your booking is for the number of guests stated on your booking confirmation and under no circumstances shall additional guests be allowed to stay without our consent.
5. The cottage is for the purpose of a holiday and not for any other purpose or longer period. Parties or events are not permitted.
6. Please take care when staying in our property. You are responsible and liable for any damage to the accommodation and its contents for the whole of the period included within your booking. All damage and breakages should be reported as soon as possible, and before departure. On departure the property and equipment must be in the same state of repair, and in a reasonably clean and tidy condition. You must not use the property for any illegal, dangerous, offensive, or noisy activities that could be a nuisance or annoyance to others. Smoking is not allowed in any of the properties. Dogs or any other kinds of pets are not permitted inside the cottage at any time. You are legally bound to reimburse us for replacement, repairs and extra cleaning costs on demand.
7. Please ensure you take all necessary steps to safeguard yourselves and your personal property.
8. We cannot be held responsible for malfunctions or interruption in utility services such as electricity, water supply, television, mobile reception, WiFi/broadband etc. although every attempt will be made to remedy a problem.
9. Free WiFi is provided for reasonable and lawful usage by guests. Due to our rural location the broadband is suitable for general web browsing only and connection speeds cannot be guaranteed. Although there is good mobile phone reception for EE/BT, for Vodafone and O2 there is currently no reception here.
10. At all reasonable times we may require the right of entry to the cottage to inspect or to carry out necessary repairs or maintenance.
11. If you have any problems or cause for complaint it is essential that you contact us as soon as possible to give us the chance to resolve it for you. We value our guests and make every effort to ensure an enjoyable stay.
12. We reserve the right to cancel or alter the booking arrangements. If your accommodation is unavailable for reasons beyond our control we would if possible attempt to offer you alternative accommodation and in the event of cancellation, we shall only be liable for the return of monies paid.