

## 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.
2. The lead guest must be at least 18 years of age at the time of booking and is responsible for everyone they allow inside the accommodation and grounds at all times. The full name, contact details and nationality of all guests over the age of 16 years 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.
3. Payment of 100% of the booking total is due in one transaction 6 weeks before check-in.
4. If the booking is cancelled before 21:00, 42 days before check-in, cancellation is free of charge, less than 42 days before check-in the charge is 50% of total. Cancellation on day of arrival or guest no-show would be charged at 100% of booking total. We recommend taking out Travel Insurance in case you are unable to travel due to bad weather, illness, injury, family circumstances etc.
5. 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. If booking more than one cottage contents must not be moved between cottages.
6. Parties or events are not permitted on the premises or within the grounds to protect the need for peace and quiet for all our guests and the wildlife and livestock in the surrounding area.
7. Dogs or any other kind of pets are not permitted inside the cottages at any time except for assistance dogs for which reasonable adjustments will be made on request.
8. The cottage is for holiday use only and not for any other purpose or longer period. You must not engage in any dangerous, offensive, noxious, noisy, or illegal activities whilst at the property.
9. You must adhere to The Countryside Code and Health and Safety guidance to ensure the safety of all our guests, livestock and wildlife. This includes although is not limited to: **No Naked Flames** including candles, tea lights and lanterns are not permitted in any of the properties; Fireworks, portable BBQs, Chinese Lanterns, fire pits are explicitly forbidden due to fire risk and danger to livestock and wildlife; The use of guests own portable electrical appliances including heating, cooling or cooking apparatus, is not permitted other than laptops and phone chargers without explicit written permission; Smoking and vaping is not allowed in any of the properties or any other activity which is likely to leave residual smells or cause damage to the property.
10. The property has one dedicated pay-as-you-go VoltShare Electric Vehicle (EV) charging point located at the end of the farmhouse building facing the yard. It is the user's sole responsibility to supply a suitable charging cable to use the dedicated EV charging point. Full EV charging policy is available online and on arrival. Under no circumstances is it acceptable to charge your electric vehicle using a domestic charger from one of our cottages. The electric circuits are not

designed for EV charging and will create a fire hazard; **the use of domestic EV chargers is strictly forbidden.**

11. 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 are legally bound to reimburse us for replacement, repairs and extra cleaning costs on demand. If damage occurs to the property as a result of the actions of guests during the stay, where the extent of that damage is so severe that the owner must (in their sole opinion) cancel and, or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result.
12. Please ensure you take all necessary steps to safeguard yourselves and your personal property. No liability is accepted for recommended services or activities provided by a third-party supplier. Third party services cannot be arranged on the premises or within the grounds, without express permission of the owner. The guest should provide written details of the service provider and the service to be provided, and information relating to appropriate public liability insurance cover.
13. 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. We ask you to help us to reduce our energy usage and ensure that energy is not wasted by leaving heaters on when opening windows or when away from the cottage; and by turning lights off when not required or when away from the cottage.
14. Free WiFi is provided for reasonable and lawful usage by guests. Due to our rural location connection speeds cannot be guaranteed. There is mobile phone coverage for EE at the property, for other networks coverage is poor. If you or anyone in your party sign in to a Netflix account or any other apps on our televisions it is your responsibility to sign out and delete any personal data before leaving the property.
15. At all reasonable times we may require the right of entry to the cottage to inspect or to carry out repairs or maintenance or to prevent damage to property.
16. 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 offer you alternative accommodation and in the event of cancellation we shall only be liable for the return of monies paid.
17. 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.