

Fernydale Farm Terms & Conditions

The contract of Hire is between the Hirer and the Owner of the Bed and Breakfast premises (Fernydale Farm) for which the booking is made and is subject to the conditions below.

Arrival & Departure

The room will be ready for your arrival from 3:00pm onwards on the day of commencing your stay, and you are kindly requested to vacate the room by 10:30am on the day of departure.

Deposit & Cancellation

A **NON-REFUNDABLE** deposit of £60 per room is required to secure your room/s. In the unfortunate event of you having to cancel your room please notify us as soon as you can by telephone or e-mail, where available alternate dates can be offered. Upon cancellation within 10 days prior to arrival date the out standing amount of money will be required.

The booking is made on the understanding that the room/s will be place at the disposal of the Hirer on the dates stated at time of booking. If this is not possible because of circumstances beyond the Owner's control, for example fire, flood, exceptional weather conditions, epidemics, destruction/damage to the property the deposit will refunded in full, but there can be no claim against the owner.

Loss & Damage of Property

The Hirer is required to report any loss or damage caused to equipment or contents of the room. It is their legal responsibility to refund the costs prior to departure.

The Owner is not responsible for death or any injury to guests or third parties, or for the loss or damage to their belongings. Cars and contents are parked at their Owner's risk.

The Owner reserves the right to refuse access to the room/s.

Pets

We welcome your pets, but they must be kept off the beds and furniture. The Hirer must supple dog bedding and food. An old towel is in the porch to wipe your dog's paws. Dogs **MUST NOT** be left alone in the rooms while you are out. Please exercise your dog down the lane on a lead. **DO NOT** let your dog mess on the lawn or garden. A charge of £5 per dog per night will be made. No more than 2 dogs per room.

Complaints

In the event of a complaint by the guest about the accommodation, please notify us immediately, as we will use all reasonable endeavours to rectify the problem.

PLEASE REMEMBER

This is a working farm, so there will be some noise from farm machinery and the cows. **DO NOT** enter any pens with the cows in. Guests may look round the farm supervised by a member of the farm staff.