

Harlyn Farmhouse
Booking Terms & Conditions

Contract and Booking

The Contract of Letting is between the Guest and the Owner. The Owner is defined as the the registered proprietor of Harlyn Farmhouse or an individual trustee or representative thereof. The Property refers to Harlyn Farmhouse

Bookings cannot be accepted from people under 18 years old

Strictly no animals/pets

Strictly no smoking

No bookings are valid until confirmed by the Owner by email

Payment

A deposit must be paid to confirm the booking. Payments should be made by bank transfer unless agreed otherwise.

If a booking is made 8 weeks or more before the holiday, we require a deposit of 30% of the rent. If a booking is made less than 8 weeks before the holiday, the full rent must be paid.

Once a booking is confirmed by the Owner, the Guest is responsible for the full balance of the cost of the holiday, to be paid no later than 8 weeks before the holiday is due to start.

The deposit is non-refundable and as such, we recommend you take out appropriate travel insurance immediately the booking is confirmed and deposit paid.

The Owner reserves the right to cancel and re-let any holiday where any payment is late.

A refundable damage deposit of £300 is payable at the time of the final balance payment (at the discretion of the Owner) and will be held until the end of the holiday. This will be refunded within 1 week of departure, subject to deductions for repairing any damage or for extra cleaning needed.

Cancellation

If you need to cancel your booking, please let us know immediately in writing (this may be by email).

Deposits are non-refundable

Balance payments are fully refundable until 8 weeks prior to the holiday

Upon cancellation, we will re-list the holiday dates and try to secure another booking. If successful, we will refund all money paid, less an admin fee of £200.

(In order to increase the chances of re-letting the property and being able to make a refund, we may suggest advertising the dates for a reduced rate, in which case the Guest (who has cancelled) would

be liable for any difference between the rate of their booking and the reduced rate – this would be agreed in advance of any re-listing).

Looking after the Property

Bed linen and towels are provided and included in the cost of all rentals.

For stays of 10 days or more, a clean and linen change is included after 7 days.

The Guest shall keep the Property and all furniture etc in the same state of repair as at the start of the holiday and shall leave the Property in a good state of cleanliness and general order.

The Guest must report any damage or breakages made during their occupancy.

The Owner reserves the right to curtail/cancel a holiday and/or make a charge of up to £1,000 where Guests have contravened the rule for the Property to be smoke-free and/or pet-free.

The Guest must not divulge to any other party any access codes to the Property.

Complaints procedure: In the event of there being cause for complaint concerning the Property, please contact the owner while you are still at the Property so that an on-the-spot investigation can be made if necessary and remedial action taken if required.

Communication with you and data

We collect personal data to process your booking(s). We will not share your data with anyone else