

Parkfields Stable

Terms and Conditions

Definitions

1. The proprietors are defined as Becky and Tom Harrington.
2. Terms and conditions are taken in whole or in part from the English Tourism Council, The Pink Booklet. A practical guide to legislation for accommodation providers.

Reservations

3. Reservations can be by telephone, letter, email, verbally or direct booking on-line.
4. Reservations are confirmed on receipt of a deposit.
5. A contract only arises when we formally confirm your booking in writing via a personal letter of confirmation sent by post or email.
6. Any special requirements must be stated and agreed at the time of booking. Special requirements include the provision of travel cot(s), high chair and stair gates.

Payment terms

7. A confirmation of booking will be sent and a deposit of 20% should be paid by return to reach us not later than 7 days from the booking date to secure the reservation.
8. An invoice will be raised and the balance of the invoice less any deposits should reach us not less than 28 days before the date of arrival.
9. Payment methods accepted are bank to bank direct transfer, cash or cheque.

Late Bookings

10. For reservations where the booking date is less than 28 days before arrival date the full invoice amount is due for payment by return to reach us not less than 7 days from the booking date.

Reservation and payment deviations

11. Any deviations from conditions 3 to 10 can only be by the mutual agreement of both parties.

Price Inclusions

12. Included in the standard prices are provision of bed linen, towels, water, electric and oil; self-contained facilities including a microwave cooker, fridge, dishwasher, freezer, cutlery and utensils, TVs with built in DVD players, iPod docking station/CD player and speakers, cleaning equipment, iron and ironing board, washing machine, clothes airer/washing line, garden furniture and bar-be-que. The cottage is cleaned and bed linen/towels changed between guests. A welcome hamper is provided.

Arrivals and Departures

13. Arrival times are normally after 15:00; guests are requested to advise approximate arrival time at confirmation of booking.
14. Departures. Guests are requested to vacate the cottages by 11:00am on the day of departure.
15. The proprietors will make every effort to facilitate arrivals and departures outside the standard hours where possible.

House Rules

16. We would be grateful if you would help us maintain our standard of accommodation for your comfort. The cottage is let and equipped for the number of guests booked; **no extra guests are allowed to sleep in the cottage.**

Parties. Family, social, wedding party assemblies and other parties and assemblies are only by agreement with the proprietors and must have prior agreement regarding numbers and details. Please do not allow children to take food and drinks out of the kitchen area. Please note that **total numbers** for parties and get togethers is likely to be **restricted to 8** including all guests staying in the cottage.

Pets. Sorry but pets are not allowed.

Smoking. The cottage is non-smoking but there is outside seating.

Access. Guests may use the barn furthest from the cottage for the storage of bikes and other agreed items. Guests may not enter the barn nearest the cottage where farm equipment is stored. The proprietors do not accept any responsibility for damage or injury resulting from guests entering the barn.

Gardens, grounds and trampoline. Parkfields Stable has a garden at the rear for the use of guests; guests are respectfully requested not to enter the garden of the proprietor's residence. The proprietors do not accept any responsibility for damage or injury resulting from guests entering the garden of the proprietor's residence or resulting from using the trampoline. Guests may make reasonable recreational use of the land belonging to the proprietors during their stay and are asked to treat any animals grazing on the land with care. Sorry but guests are not permitted to use the trampoline.

Cancellations

17. In the event of the guest cancelling the reservation more than 3 calendar months before the arrival date, the deposit will be refunded less a £10.00 administration fee and no further charge will be made. Any other balances paid will be returned to the guest.

18. In the event of the guest cancelling the reservation more than 28 days and less than 3 months before the arrival date, the deposit is non-refundable but no further charge will be made. Any balances paid other than the deposit will be returned to the guest.

19. In the event of the guest cancelling the reservation less than 28 days before the arrival date, all reasonable effort will be made by the proprietors to re-let the accommodation. In the event that the proprietors re-let the accommodation the deposit is non-refundable but no further charge will be made. In the event that the proprietors are unable to re-let the accommodation then the guest will be held liable for two thirds of the total invoice value.

20. In the event of non-acceptance of the accommodation this will be treated as a cancellation.

21. The proprietors reserve the right to cancel reservations in the event of untrue statements by guests or if there are reasonable grounds for believing that they would be a nuisance or would cause damage. In this event condition 20 will apply.

Guests Vehicles, Parking, Baggage and Belongings

22. The proprietors do not accept any responsibility for loss or damage to guest's baggage and belongings.

23. Guests are requested to park in the designated areas.

24. All vehicles and contents are left at the owner's risk.

Breakages and Damage

25. Guests are requested to bring to the proprietors attention as soon as practicable any breakages or damage for repair/replacement.

26. Guests may be held responsible for reasonable costs in repair/replacement of any damage, breakages or loss not due to reasonable wear and tear.

Complaints Procedure

27. The proprietors aim is that you should enjoy your stay at Parkfields Stable in comfortable and well-appointed accommodation. In the unlikely event that you should have reason for complaint, the proprietors undertake to take all reasonable steps to rectify the reason for the complaint or reach a mutually amicable solution.

Data Privacy

28. We treat any data collected during the course of making bookings or dealing with enquiries in strict confidence. Your data will never be sold. As members of Premier Cottages (a marketing collective of the best four and five star cottages in the UK) we have agreed to supply to Premier Cottages Ltd the names, postal and email addresses of all guests booking with us or proposing to book with us during the previous year, in order that these guests/potential guests may be sent a Premier Cottages brochure and sent promotional emails from time to time. By accepting these terms and conditions you are indicating your consent to receiving these communications from us unless you let us know otherwise. If at any time you would like your details removed from this list all you need do is to click the unsubscribe link on any of the emails or contact us on enquiries@parkfieldsstable.co.uk and we will arrange for you to be removed from the database.

Revisions of terms

29. Terms and conditions are subject to revision by the proprietors without prior notice.

I accept the terms and conditions stated above

.....(signature)

.....(date)

Name of all guests staying:

Home address:

Home phone:

Mobile:

Email address: