



## Booking Conditions

- **Confirming your booking**
  - To confirm your booking we require your completed and signed booking form along with a 25% (**non-refundable**) deposit. **Please note that by signing and returning the booking form you are accepting our terms.**
  - Payment may be made by card or by cheque (payable to North Hayne Farm Cottages Ltd).
  - Bookings made less than 8 weeks before the beginning of your holiday must be paid for in full.
  - Provisional bookings will be held for a maximum of 7 days.
- **Paying the balance**
  - The remainder of your balance must be paid 8 weeks before your holiday commences.
  - **Late payment**
    - Please note we reserve the right to cancel your booking and re-let your cottage if your balance payment is not received 8 weeks before your holiday commences.
    - We will contact you using the details you provide on your booking form requesting prompt payment and advising you of our intentions if payment is not forthcoming. If you are not contactable we will unfortunately have to assume you wish to cancel the booking.
    - You remain liable for the balance payment if we are unable to re-let the cottage.
- **If you wish to cancel**
  - In the event of a cancellation you must advise us at the earliest opportunity in writing by first class post.
  - Cancellations made more than 8 weeks prior to your holiday will result in loss of deposit only; less than 8 weeks' notice will result in loss of full amount (or balance if not yet paid). We will always refund the balance (subject to late booking discounts) if we are able to re-let your cottage.
  - **To avoid cancellation losses we strongly recommend that you take out holiday cancellation insurance.**
- **Your accommodation**
  - Your accommodation is available from 4pm on the arrival date and must be vacated by 10am on the departure date.
  - Please advise us if you require a late arrival.
  - In the event of any damage or breakages, please notify us immediately so that we may repair or replace the damaged object. In the event of serious damage, we reserve the right to make a charge.
  - We accept no liability for any accident, injury, loss or damage experienced by any guest, visitor, vehicle or their belongings however caused.
  - Please leave the accommodation in the condition that it was found on arrival. An additional charge may be made if the accommodation is not left in a satisfactory condition.
- **Complaints**
  - Any complaint must be notified immediately to give us the opportunity to rectify the situation. We will not be held responsible for any complaint not notified to us during the period of your stay.
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- **Consent**
  - Please note that souvenir photographs of the children are issued and will appear on our website gallery for a short period. Please notify us if you do not wish your child to be photographed.