



North Hayne Farm Cottages

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.



North Hayne Farm Cottages

- **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.

- **Pets (Tom Kitten only)**



Only well behaved dogs are accepted and up to a maximum of 1 per stay.

North Hayne Farm welcome guests with dogs, however, in the interest of our other guests and the safety of our farm animals the following conditions apply:

We are sorry we are unable to accept American Pit Bull Terrier, Japanese Tosa, Fila Brasileiro and Dogo Argentino even where these types of dog are muzzled as required by government legislation.

Please remember that pets should not be left unattended in the cottage at **anytime** and under no circumstances may they be allowed on bedding or furniture. As we have many animals and young children on the farm we expect you to keep your dog on a lead and remove any dog litter whilst outside your cottage. Please note that a paddock is provided for you to exercise your dog freely.

Please ensure you bring your pet basket and bedding and dog litter bags for your dogs stay.

A note of caution, if your dog is left unattended and becomes distressed or your dogs behaviour is anti-social and disturbs other guests or causes damage to the cottage, we reserve the right to ask you to leave and/or charge you for any damage.

Animals other than dogs may only be accepted with specific permission in advance of your stay.