

## Accommodation Terms and Conditions

These are designed to benefit all guests and set out general standards of conduct and behaviour expected of site users. The proprietors retain the right to refuse admission when this appears to be necessary in the interests of the site occupants. Commercial vehicles are not permitted to stay on the site unless previously agreed in writing. Trading on the site is forbidden except when authorised in writing by the proprietors.

**General:** Respect the site, the animals and amenities – do not damage plants, trees or grass – do not dig holes for any purpose – do not drop litter – do not intrude on your neighbour's privacy.

**Bookings** are from 4 pm from the day of arrival to 10am on the day of departure unless otherwise agreed in writing. Deposits are non-returnable. The balance must be paid 42 days prior to the commencing date of your reservation (60 days if paying by cheque). We retain the right to cancel the booking in the event that this balance is not paid. If you cancel within 42 days of the commencing date of your reservation, cancellation fees will be levied and a refund on remaining costs only given if the accommodation can be re-let.

**Accommodation:** You are expected to use your accommodation and its contents with care and are responsible for any and all damage caused to them. On departure you should leave your accommodation in a clean and tidy condition. We reserve the right to charge you for any extra cleaning, missing or damaged items. We reserve the right to enter your accommodation at any time for any reasonable purpose, for example, to make checks, or carry out essential inspection, maintenance work, housekeeping or repairs.

**Children:** Parents or guardians must accompany their children through the farmyard and supervise them at all times.

**Games** that might annoy or inconvenience others are forbidden, except in the designated areas provided.

**Cars** may be driven only directly between the site entrance and the accommodation, and must not be driven above 5 mph within the site confines. Do not leave the car engine running, or rev unnecessarily, or bang car doors at night.

**Damage and Liability:** The proprietors wish to state they accept no responsibility for any loss/damage/injury to persons or property (including car and contents) whilst on the site.

**Non-family group bookings:** Accommodation is booked on the assumption of family group bookings. Any other group booking will be considered on its own merits and we may levy a good conduct/non-damage bond on the group. This bond will be forfeit in the event of any disruptive behaviour; otherwise it will be returned following inspection at the end of your stay providing the accommodation has been left in a clean, tidy and undamaged condition.

**Dogs** are only allowed in accommodation designated for that purpose and with prior agreement of the proprietors in writing. Dogs are not permitted in any of the (other) buildings or in the farmyard and are only permitted if kept on a lead at all times when on the site. Every effort must be made to see that dogs do not foul the site. Should this happen the owners must clean up.

**Other pets** are not allowed in any accommodation unless agreed beforehand in writing.

**Farm Animals:** You may only feed fruit and vegetables to the goats or bread/toast to the chickens. Feeding of any other animals is forbidden.

**Day Visitors:** Day visitors should report to reception on arrival

**Other:** All site and Local Authority rules must be observed.

**Site Management:** Accommodation on the site is provided on the condition that all the rules and instructions given by the management are observed. Any person in breach of these rules will be asked to leave the site.

**NB** Accommodation users are more than welcome to use additional showers, toilets etc, in front of the playground

## Ferry Terms and Conditions

**Times** – We apologise if the times given overleaf differ from that on your booking form, but the ferry companies get booked up very quickly at peak crossing times. If the ferry times stated are not suitable, please contact us and we will try to re-schedule the crossings to a more suitable time

**Booking number** – The reference number is only needed for last-minute bookings, when you do not have tickets. In this case please quote the reference number at the ticket office upon arrival at the Port. Normally we will forward your tickets 20 days prior to your sailing date. On arrival at the ferry port you must have your tickets to hand over before boarding the ferry

**Refunds** - Applications for refunds should be made in writing and presented before arrival date. A minimum administration charge of £5 will be levied upon all refunds, (it will be £15 if *less than 8* days before arrival date). A £5 charge will be made in the event of a change of booking. A re-issue or refund will not be made unless the original ticket is returned.

