



## **Terms and Conditions**

### **Orchard Barn Woodhayes Farm Honiton Devon EX14 4TP** Terms and Conditions

#### Booking a holiday at Orchard Barn

Please make reservations by telephone or email. If the property is available we will hold it for up to 7 days during which you should send us, by post, fax or email attachment a completed and signed booking form downloaded from this site.

Please note-

- As a rule we do not accept bookings from single sex parties where any of the party is aged under 25, however exceptions may be made at our discretion.

A cheque or a BACS payment for 1/3 of the holiday price made payable to "*Woodhayes Enterprises Ltd*" and should accompany the form. If you wish to add to or change any members of your party or vehicles you should let us know, in writing, in advance of your stay. Upon receiving your booking form and cheque we will confirm and send you a receipt by post or by email.

Once your deposit has been banked your reservation will be fully booked. The balance should be received by us not later than 6 weeks before the start of the holiday. Failure to do so may be regarded as a cancellation by you of your holiday. In the event of late or last minute bookings these terms may be varied at our discretion.

In the event of cancellation of your holiday for any reason you remain liable for the full price. In the event that we are able to re-book the accommodation to someone else we will return the money received from you less 10%.

Our properties and facilities are available from 4.00pm on the day of arrival and they must be vacated promptly by 10am on the day of departure. If you do not arrive by midday on the day after the start of your booking and you have not informed us, we reserve the right to re-let the property without further referral or refund. If you are forced to cancel for whatever reason we will do our utmost to re-let the property and effect a refund less 10%. You must advise us of any cancellation by email, letter or fax and receive confirmation of receipt from us.

If you have any problems or concerns during your stay please do not hesitate to get in touch with us using the numbers provided.

All properties and buildings at Orchard Barn are strictly NON SMOKING.

Please note that there are a 2-3 car park spaces available for the property and are located at the top of the farm, beyond the open barn. Please note it may not be possible for us to accommodate additional vehicles during busy periods. Please phone in advance to verify this if you wish to have more cars.

Dogs are welcome, but only those dogs listed on the booking form may be brought and they must be kept under strict supervision. They must not be left unattended in the property or grounds. They are not allowed upstairs or on any of the furniture, window sills or beds or allowed in any other property other than the one they are booked into. Please bring suitable bedding, towels and their own water/ feeding bowls. Dogs are not permitted if they are in season. Supplements charged are per week or part thereof per house and are in respect of additional wear and tear on the

property and its furnishings and not in respect of any additional cleaning your dog may create. It is up to you to ensure you clean and Hoover thoroughly prior to your departure. We also offer a stable that can be used as a kennel for dogs.

You must keep the property in good order throughout your stay and leave it clean and tidy, reporting any breakages or damage immediately to our office. Please observe sensible levels of noise and conduct during your stay. If you fail to observe our terms and conditions we have the right to terminate your booking.

We reserve the right to refuse/cancel any booking if the property becomes for reasons beyond our control, unavailable subject to refunding any sums you have paid but we will not be under any other liability. We cannot be held responsible for any interruption or irregularity in the supply of electricity, gas, oil, water, TV, telephones, or radio reception. Whilst every effort is taken to ensure the accuracy of descriptions of properties and other amenities within our brochure and website we accept no liability for inaccuracies. Neither do we accept responsibility for any inaccuracies or content of the websites we link to.

We will not be liable for any act, neglect or default on the part of any other person nor for any accident, damage, loss, injury, expense or inconvenience whether to person or property which clients or any other person may suffer or occur arising out of or in any way connected with the letting or resulting from any other cause whatsoever.