

Abbey Croft – Booking Conditions 2019

Thank you for taking the time to visit our website – hopefully all the information you need to know before booking is here (if you have any further queries please contact us). These are our standard booking T's & C's

The house sleeps 8 Adults or mixture of Adults and Children over the age of 3 years – we do have 1 travel cot (suitable for babies up to 18 months) and a pull out toddler bed, both available for use at request but free of charge which bring the house up to a 10 person occupancy. The booking allows sole use on a self-catering basis by the named booking party of Abbey Croft Barn, garden and private parking area for up to 4 cars for the agreed term of the booking as stated in the invoice / booking confirmation, on a self-catering basis.

- A booking will be deemed pending and not be confirmed until the deposit stated on the invoice has been paid in full and funds cleared into our bank. The **Hirer** has 48 hours from receipt of invoice to make payment of the deposit and so confirm their pending booking (after this time we have the right to discuss the requested dates with other interested parties).
- Payment will be via Bank Transfer (I am afraid we are unable to take debit or credit card payments at this time)
- We charge a fixed rate **£85.00 cleaning charge** per visit
- There is a £200.00 refundable accidental damage/loss deposit that will be charged with the booking price. Should any loss or damage be noted by our housekeeping team we will notify you within 5 days of departure and indicate the value being retained. The balance will be returned by bank transfer only to the account from which the booking was initially paid and within 5 days of departure.
- 1 set of bed linens per bed, 1 bath towel and one hand towel will be provided per bed space (up to 8 bed spaces – for each booking. A washing machine is available at the property should you wish to wash any linens during your stay)
- The booking confirmation will state the arrival and departure dates clearly. Arrival is from 4pm and departure is before 10 am. Any variation of this may incur additional cost to the hirer.
- Guests will not sublet at any time during their accepted booking
- Guests will not hold any event or party for persons outside their booking group – without express prior permission.
- We may ask for copies of a photo ID for the lead hirer and confirmation of home address; prior to accepting a booking - We prefer payment to be via bank transfer.
- Access arrangements will be forwarded to hirers 24 hours prior to their stay commencing.
- There is a strict NO SMOKING policy within the house.
- Brackenslack Limited reserves the right to decline any booking enquiry without prejudice.

Cancellation of Booking

- Confirmed Bookings may only be cancelled by the **Owners** of Abbey Croft (Brackenslack Limited) in the instance that the property or facilities are assessed to be not fit for purpose, or uninhabitable, by measure of damage or breakdown that is irreparable prior to the booking date – in this case repayment in full will be made and offer of future discounted booking made. – Or that by unforeseen extreme changes in circumstances the company is unable to continue offering the rental – in which case repayment will be made in full by the company.
- If cancellation is instigated by the **Hirer** within 48 hours of booking confirmation this will be accepted and refunded in full (except for a £50 administration charge).
- If cancellation is instigated by the **Hirer** for a booking that is due to commence more than 7 days away but after the initial 48 hour booking grace period has expired, then the security deposit, cleaning charge and 50% of the nightly rental charge fee will be repayable to them if the full charge has already been paid. In the case that the full payment for services has not been made then the Owners reserve the right to retain up to 50% of the accommodation charges.
- If cancellation is instigated by the **Hirer** for a booking that is due to commence within seven days of the notice to cancel being given then only the £200.00 Damages/loss deposit will be repayable to them.
- All cancellations must be notified by email to enquiries@abbeycroft.info quoting the name and address of the lead party member, security word and booking period.

Dogs / Pets.

We do allow up to three well behaved dogs by prior agreement. There is a charge of **£30 per dog** per short break (or per week for longer visits) this will be itemised on our invoice –

- If permission is given for dogs to accompany guests, then we ask that dogs are not permitted in the bedrooms or on to furniture.
- We do not provide dog bedding or food bowls.
- We ask that guests clean up fully after their pets – should the garden require additional sanitisation then this may be charged back to the hirer.

Other pets may on occasion be permitted by prior special agreement – please contact us if you have a special request!

Hot Tub

Guests are permitted to use the 5 person hot tub which is in the garden area. Use of this facility is however at your own risk. Chemical levels will be checked and corrected prior to your arrival – however during your visit it is the guests own responsibility to carefully follow our care guide to ensure that the chemical levels are maintained (please see our household manual). We ask that guests follow our Hot Tub Safety Guide (Copy in the house manual and on our website) to ensure you have the best experience possible. – Please be advised children under the age of four should not be permitted in the hot tub at any time for their own wellbeing and safety.

Safety/Security / Personal Possessions

Abbey Croft is a home which is let for private Self Catering holidays – as such we do ensure that facilities provided are fit for purpose, regular servicing is carried out on appliances, that our smoke alarms are operational and that there are operational fire extinguishers / fire blankets in the property. Should any accidental damage or breakages occur please let our housekeeping team know so that repair or replacement can be made.

Having said that we ask our guests to ensure their own general health and safety as they would in their own homes – please do not leave children or animals unattended in the property at any time. Any personal possessions brought into the property during your stay are brought onto the premises at your own risk. We ask that windows and doors are securely locked when you are away from the property during your visit and when you depart.

We do reserve the right to use CCTV monitoring and recording equipment for security purposes. Should monitoring be active then we guarantee to guests that monitoring is not carried out inside the house or covering any other zones but the entrances and exits from the property. The hot tub and general garden areas will not be monitored at any time to ensure the privacy of our guests.

On Departure

- We request that on departure guests empty all bins of waste and deposit sealed bagged waste in the rubbish / recycling area by the kitchen gate. Ideally any guests who are present in the property on bin days should undertake the refuse process stated by moving the required rubbish from the collection area at the house to where the bin lorry can collect the refuse (joys of village living! – please see the household manual)
- The refrigerator and freezer should be emptied of all food stuffs and left in a clean state (no obvious spills or debris)
- All kitchen wear, pans, plates and cutlery should be washed, dried and returned to the cupboards where they came from.
- Any fresh foodstuffs should be removed from the property.
- Please advise our housekeeping team of any breakages, spills, stains, losses or other issues that may require attention.
- Please leave household items where you found them, and as you found them.

(it would help if you would kindly strip the beds of any used bed linen and leave this and used towels in the corridor 😊)

Our housekeeping team only has limited window to prepare the house for future guests - so unfortunately we will have to levy a charge of £15/hr for any additional unexpected deep cleaning that is required as result excess grime, heavy use / marking or damage caused by guests., Please remember this is self-catering not a fully serviced hotel situation, we do provide a variety of cleaning products to get you started -these are under the kitchen sink and in the utility room for day to day use – if you finish a particular product please replace it – thank you

Paying for a booking with us constitutes acceptance of these terms.

Apologies for such lengthy T&C's - but having used self-catering rentals ourselves we much prefer to get the 'nitty gritty' out in the open to start with! Abbey Croft is our home from home – we love it, respect it and hope that you will too

Booking Request Form

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------|--|
| Name of Lead Party Member | |
| Address | |
| Contact Telephone Number | |
| E-Mail Address | |
| Please send a copy of a photographic ID such as Driving Licence or Passport for the lead party member (this will be held in confidence) | |

Dates Booking is required

| | | | | | |
|---------------------------------------------------------------------------|--|----------------------------------|--|----------------------------|--|
| Requested Arrival Date | | | | | |
| Requested Departure Date | | | | | |
| Purpose of Visit | | | | | |
| Number of persons in the Party including lead member | | | | | |
| Adults | | Children over the age of 3 to 12 | | Infants under the age of 3 | |
| <i>Will you require Use of our Travel Cot? (please add X if required)</i> | | | | <i>High Chair?</i> | |

Will you be wanting to bring any dogs?

| | | | |
|---------------|--|------|--|
| # Dog 1 Breed | | Name | |
| # Dog 2 Breed | | Name | |
| # Dog 3 Breed | | Name | |

Any other items to note / Special Requests

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Please add an 'X' next to the following statements to Acknowledge acceptance of our booking terms

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| As lead party member I acknowledge that I have read and accept the Terms and Conditions of booking - as attached to this booking request. | |
| I acknowledge that I shall pay a £200.00 security deposit on behalf of my party, and that as lead party member I take responsibility for the actions and behaviour of the members of my party during the booking term. | |
| I understand that vehicles are to be parked only to be within our designated parking area | |
| I understand that Brackenslack Limited (The owners of Abbey Croft) take no responsibility for any items of personal property brought onto the premises by the booking party. | |

Once you have completed this booking request please e-mail it to enquiries@abbeycroft.info We shall endeavour to reply within 24 hours - once we have sent you an invoice we shall place your requested booking dates into 'Pending' until payment is made as detailed in our booking terms. Please be advised the owners Brackenslack Limited reserve the right to decline booking requests without prejudice.