

# Terms and Conditions

Galford Springs, Galford Farm, Lewdown, Okehampton, Devon, EX20 4PL

## Pricing

1. Hire includes exclusive use of the barn for your group.
2. The minimum stay is 3 nights and the minimum price is £325 per night for up to 10 people.
3. Additional guests are charged at £25 per person per night for the whole duration of their groups stay. There are no discounts for guests that stay for fewer nights than the rest of their group. All guests must be paid for in advance of their stay.
4. Peak dates/seasons will be subject to higher minimum durations of stays and/or rates. This will be specified upon booking. More details can be found on our website [www.galfordsprings.com/prices-%26-terms](http://www.galfordsprings.com/prices-%26-terms) and Airbnb page [www.airbnb.co.uk/rooms/32548495?s=51](http://www.airbnb.co.uk/rooms/32548495?s=51)
5. Our prices are reviewed on an annual basis. If a booking is made very far in advance then it may differ from the website's current prices. Your price will be confirmed upon booking, via email.
6. Children under 2 years of age are free of charge. Please inform us if a cot and/or high chair are required for your stay. You will need to provide your own cot linen and blankets.
7. For fire regulations we need to know exactly how many people are staying in the barn including adults, children and infants.
8. We will ask, prior to your stay, which beds you would like made up for your group.
9. A deposit of 25% will be required to confirm booking, and the remaining balance is due 4 weeks before your arrival date.
10. Payments can be made by bank transfer, pay pal or cash by your groups nominated leader.
11. Please email us when you make a payment so we can confirm receipt. Please put the lead surname of your booking and the arrival date on the payment reference.
12. For us to be able to take direct bookings we need to keep things as simple as possible. We take a deposit and the final payment 4 weeks before your stay. We cannot do payment plans or interim payments.
13. A full refund can be given if we are informed of cancellation at least 8 weeks before your date of arrival. Cancellation within 8 weeks of arrival will result in a loss of your deposit. Cancellation within 28 days of arrival will result in a loss of your full payment.
14. In the unlikely event that a problem occurs with the holiday barn which isn't caused by a guest, cannot be fixed by the owner and means that you can no longer stay in the barn, we will refund

the cost of your booking. However, we will not be liable for any other associated costs.

## General rules

15. We do not allow pets to stay.
16. No fireworks.
17. Do not feed any animals on the farm, this can be particularly dangerous to horses.
18. Always close farm gates behind you.
19. No loud music after midnight.
20. No amplifying equipment to be brought onto the property.
21. Children must be supervised in the skittle alley area
22. Other families and farm animals do live on the property and we ask you to treat them with the same respect that you would if you were at home.
23. Please only park in the designated parking area and do not block access to other parts of the farm.
24. Due to the current infrastructure on our farm, we do not allow any electric vehicle charging on site. The nearest charging facility (50kwh) is at Lifton Farm Shop- Strawberry fields (PL16 0DH), Launceston Tesco (7kwh) and Launceston Cattlemarket car park (7kwh and 50kwh)
25. We reserve the right to terminate the contract, if we consider that any of your group members are behaving unreasonably, causing damage to the property, using illegal drugs, playing excessive loud music or causing annoyance to others who reside on the farm. You will remain liable for the hire price and no refund will be given.
26. Except where otherwise specified in the conditions of the hire of the holiday barn we cannot accept any liability for any damage, expense, injury, death, or loss of any nature whatsoever, suffered by any persons from any cause whatsoever other than proven negligence by the owner.

## Arrivals

27. Arrival time is from 4pm unless otherwise discussed and agreed. We will ask for your estimated arrival time close to your stay.
28. On arrival we will show the first guests around the holiday barn and answer any questions you may have about the facilities.

## Departures and how we expect the barn to be left

29. Departure time is by 11am
30. On departure we expect to find that

- a. Dishes are clean and put away or the dishwasher is on.
  - b. All rubbish and recycling is sorted and in the appropriate bins provided. Please let us know if you need these emptied during your stay.
  - c. Keys are left in the doors.
  - d. Towels and shower mats left in the laundry trolley outside the laundry room.
  - e. BBQ to be swept with ash in the metal bin provided.
  - f. Swimming pool cover on.
31. Items left in the holiday barn will be kept for 2 weeks, if during that time you have not contacted us, we will donate any items to Barnados charity shop.

## Facilities

- 32. This is a self-catering facility and we have done our utmost to make sure this is a good experience for you.
- 33. Please let us know of any breakages or faults so we can endeavour to fix them as soon as possible. We are on site most of the time and when we are not, we are contactable via the numbers left in the barn.
- 34. We do reserve the right to withdraw any of the facilities if repairs or maintenance are required; however, we will endeavour to provide all facilities as stated.
- 35. Accidents do happen! We understand that, however, if something is broken through mistreatment, we will ask for the costs incurred to put things right. Please see price list at the bottom of this document.
- 36. We provide tea, coffee, sugar, milk, cooking oil, salt, pepper, and toilet roll to get you started.
- 37. Bed linen (including 2 pillows and a duvet) and hand towels are provided, but we do not provide bathing or swimming pool towels.
- 38. The sauna is operated on a pay as you go basis for safety reasons. It accepts £1 and 20p coins.
- 39. Smoking is not allowed anywhere inside the barn.
- 40. Wifi is available in the barn and codes are provided, however due to our rural location the connection can be variable and slow. Guests must use Wi-Fi in a lawful manner. Mobile network signal is poor. A short walk with a mobile in hand may be needed.
- 41. The TV in the main room has Freesat, a DVD player and Google chrome attached, we have also left a free HDMI cable that you can connect to. Please do not alter the wires inserted at the back of the TV. If it is not working please let us know.

## Swimming pool

- 42. The swimming pool must be used within health and safety guidelines displayed.
- 43. The swimming pool is used entirely at your own risk and no responsibility can be accepted for injury, loss or damage to users or users belongings.
- 44. Do not use the swimming pool after consuming alcohol.
- 45. Children must be supervised at all times.
- 46. Absolutely no glass is to be taken into the swimming pool area.
- 47. The pool must be checked regularly, to ensure chemical levels are correct. Periodically we may ask to enter the barn to check everything is running as it should be.
- 48. There is a cover on the pool to help maintain the temperature and chlorine levels, this is easy to pull on and off but must be handled gently. Please put it back on when not in use, to keep the pool warm, the chlorine levels correct and help the environment.

**Charges applicable for damage due to misuse (beyond normal wear and tear) and for additional cleaning due to not following house rules**

<b>ITEM</b>	<b>COST</b>
<i>Sorting recycling from landfill rubbish</i>	£60
<i>Building repairs</i>	£25/hour +materials
<i>Carpet cleaning</i>	£100
<i>Skittle alley</i>	Replacement £1200, Repairs £30/hour
<i>Table Tennis table</i>	£350
<i>Table football</i>	£650
<i>Pool table</i>	Replacement £1250 Covering £300
<i>Radiators</i>	Replacement £200 each
<i>Electricals (TV, radios ect)</i>	At current price
<i>Swimming pool (If glass found in swimming pool area)</i>	Drainage of pool, checking of liner +/- repair & materials, refilling pool, Refunding or compensating future guests whilst pool out of action £3000 ++
<i>Swimming pool cover</i>	Replacement £500
<i>Darts</i>	£10/set
<i>Pool cues</i>	£30/cue