



## Terms and Conditions

### Cheesewring Farm Cottages

### Cheesewring Farm

### Minions

### Liskeard

### PL14 5LJ

#### Agreement

These Terms and Conditions are published on our website and will be attached with the confirmation of booking. The making of a booking will form an agreement on these Terms and Conditions between the Guest and Cheesewring Farm Enterprises Ltd for the holiday rental of the Accommodation. Cheesewring Farm Enterprises Ltd permits the guest to occupy the Accommodation for the period shown on the confirmation of booking form, together with the use of contents in the Accommodation. Failure to comply may result in immediate termination of occupancy.

#### Booking and Payment Terms

A non-refundable deposit of 30% is required at the time of booking, or full payment if less than 6 weeks before date of stay.

Full payment is required 6 weeks prior to the start of your holiday. Failure to send the balance by the specified date will be viewed as a cancellation and the deposit will be retained. ( This may be reduced to 3 weeks at the discretion of Cheesewring Farm Enterprises Ltd.)

The total price of your booking will be set out in your confirmation of booking and will comprise the deposit paid and any balance outstanding with a payment before date.

Payments can only be accepted in pounds sterling and made by BACS transfer or card payment. (admin fees may apply)

#### Cancellation

If you need to cancel your booking you must notify Cheesewring Farm Enterprises Ltd in writing immediately. In the event of a cancellation you will still be liable to pay the total amount due. If the cottage is subsequently re-let for the period you booked then 75% of the total will be refunded. You are advised to take out holiday insurance to cover for this eventuality.

#### Covid 19

If your booking has to be cancelled due to government enforced restrictions, alternative dates will be offered subject to availability. If crossing different pricing bands additional charges may be payable. If alternative dates cannot be accommodated then a refund will be given at the discretion of Cheesewring Farm Enterprises Ltd.

Cheesewring Farm Enterprises Ltd has risk assessed operating procedures and implemented a rigorous cleaning regime to ensure guest/staff safety. Full risk assessment available on request. Guests must not travel if experiencing symptoms of Covid 19.

#### Check In/Check Out

Cottages are available for check in after 5pm on the day of arrival, but not after 8pm without prior arrangement. Guests will be issued with 1 set of keys for the accommodation, if lost a charge of £100 per set will be made.

Cottages must be vacated by 09.00 am on the day of departure and keys returned.

#### Occupancy

Occupancy is limited to the number of guests stated on the website or confirmation of booking, unless a different number is agreed either at the time of booking or subsequently with Cheesewring Farm Enterprises Ltd..

Over occupancy during the rental period is considered an infringement of the terms and conditions . Any additional guests may be negotiated during the stay, but this is at the discretion of Cheesewring Farm Enterprises Ltd. Any pets, including the number, must be advised at booking.

Guests must not use the accommodation except for the purpose of a holiday and only for the duration stated.

#### Right to Refuse/Alter

Cheesewring Farm Enterprises Ltd reserves the right to refuse any booking without stating reasons.

Cheesewring Farm Enterprises Ltd may cancel or alter arrangements before or during the holiday period due to circumstances beyond the reasonable control of the company. If this occurs reasonable steps will be taken to offer a suitable alternative. If this is not possible Cheesewring Farm Enterprises Ltd will return to the visitor the relevant proportion of the holiday price paid.

Cheesewring Farm Enterprises Ltd will not otherwise be liable for any additional loss caused by such alteration or cancellation.

#### Services

The holiday price will include all charges for electricity, water, gas or oil. Any external use, eg charging of electric vehicles (bicycles and/or cars) is not included. Anyone bringing an electric vehicle must notify at the time of booking and will be subject to additional charges.

Bedlinen and towels are provided and will be changed on a weekly basis. Additional towels and bedlinen can be provided on request but there may be an additional cost for this service.

#### Liability and Loss to Visitor Property

Cheesewring Farm Enterprises Ltd will not be liable for any loss of property or any other loss or damage sustained whilst on the premises. It is recommended that the customer takes out insurance as required.

Any guest's property found at the accommodation after the date of departure will be kept for a period of 3 months. If not claimed within this time it will be disposed of.

Reasonable efforts will be made to reunite property if it is identifiable (costs may be incurred)

#### Right of Entry

As with any property there may be situations arise where unforeseen work needs to be undertaken. Cheesewring Farm Enterprises Ltd or authorised contractors may enter the property at any reasonable time for reasonable cause. Reasonable notice will be given and all attempts made to undertake such work with minimal disruption during the hours of 09.00 - 17.00.

#### Visitor Obligations

Lead guest will be responsible for all payments and for any damage caused by themselves or their party.

Guests are expected to keep and leave the accommodation and its contents in the same state of repair and condition as found, and leave the accommodation in a clean and tidy state as at the beginning of the holiday. (reasonable wear and tear excepted)

The visitor must not use the accommodation or allow its use for any dangerous, offensive, noisy, illegal or immoral activities or carry out any act that may be a nuisance to other visitors or neighbours.

Smoking is not permitted in the accommodation and only on site in designated smoking areas

Children must be supervised by a responsible adult at all times whilst on the premises.

Use of candles or fireworks is not permitted unless prior written approval is obtained.

#### Pets

Dogs are charged at £25 per dog per week. Numbers of dogs must be notified in advance - failure to do this may render the booking null and void and no refunds will be offered. Dogs must be on a lead/tether when outside the cottage and under no circumstances are to be left unattended in the cottage. Exercise areas will be advised on arrival. All aspects of responsible dog ownership must be observed. Other pets accepted by arrangement.

#### Weather

If the accommodation becomes unavailable due to adverse weather conditions, reasonable attempts will be made to contact visitors. Cheesewring Farm Enterprises Ltd does not take responsibility for cancellation due to such events.

#### Other Conditions

Other conditions or restrictions may vary these Terms and Conditions as circumstances apply, eg Covid19 Restrictions, which may take precedence and will be advised at time of booking.