

**Conditions of Booking – Biteford Farm Holiday Cottages**  
01409 240170 - [www.bitefordfarm.co.uk](http://www.bitefordfarm.co.uk)

**BOOKING** Bookings must be accompanied by a booking form and are accepted when you receive written confirmation from us. In the case of telephone bookings we will send out the booking form for you to check, sign and return to us.

**PAYMENT** Bookings must be accompanied by 50% deposit of total cost of holiday. The remainder is due at least two months prior to the start date of your holiday. Bookings less than one month prior to the start date of your holiday must be accompanied by the full payment. Bookings for short breaks must be paid in full at the time of booking. Reminders are not issued. None payment is deemed to be cancellation of your holiday.

**METHOD OF PAYMENT** We accept payment in GB £s or Euros (please check for price). Payment is acceptable by cheque, bank draft, building society cheque.

**CANCELLATION** If you have to cancel your holiday, you must notify us immediately by telephone and in writing. In the case of cancellation your deposit is forfeited. We will make every effort to re let the accommodation but if we are not successful you will remain responsible for the balance of the cost. We make £50.00 administrative charge plus any advertising costs from any money refunded.

In the extremely unlikely event of our having to cancel your holiday, we will refund any payment you have made to us; this is the limit of our liability.

**ARRIVAL DAY** the premises are not open to arrivals until 2.00 pm. Should you be arriving after 6.00pm you must inform us of your arrival time to ensure. **DEPARTURE** you must vacate your accommodation by 10am

**GUESTS** Occupation of the accommodation and use of the facilities limited to guests named on the booking form. Should you wish to make alterations to the names or numbers of guests please ensure that you have our prior permission. We may refuse entry to the entire party if you fail to observe this or any other booking conditions. The person signing the booking form certifies that he or she is authorised to agree the booking conditions on behalf of all other members of the party. The person signing the booking form must be an adult member of the party.

**SAFETY** You are responsible for your own and your children's safety and their supervision at all times. We have animals on the premises and will be more than happy to give you a guided tour. Our animals must be treated with respect and you must never approach them without our supervision. We do not accept liability for any personal injury, loss, damage or theft of your property/money however caused or sustained.

While on the premises you are required to observe the requested driving speed (walking pace or less). Guests are also required to observe any other safety measures outlined in the respective accommodation.

**PETS** Well behaved dogs (max 2) are welcome in Biteford Cottage. Dogs are not however allowed in the bedrooms at any time. Guests are required to clean up after their dogs immediately. Dogs must be kept under supervision and on leads when outside. No dogs are permitted in Orchard Lodge.

**BREAKAGE/DAMAGE** Guests are responsible for the accommodation and its contents during the hire period and must reimburse ourselves for any breakages or damage on request. Guests must report any breakage or damage immediately. We do not normally charge for minor accidental damage and breakage. The accommodation will be thoroughly cleaned for your arrival, please leave it tidy on departure. We operate a policy of constant maintenance and improvement and therefore there may be some alterations to the facilities advertised.

We want you to have a very happy holiday, so please speak to us immediately if you encounter any problems and we will do our best to sort them out.