



### The Dairy & The Cart Lodge Cottages - Terms of Booking & Occupancy

We don't like to be too strict and inflexible, but we do have a few conditions of booking and house rules to protect both you and ourselves and ensure you have an enjoyable stay. So here's the small print plus some useful information and if you need any clarification, then please don't hesitate to give us a call.

#### BOOKING

1. To secure your booking, a deposit of £150 per week is required within 5 days of enquiry. This is subject to conditions should you need to cancel your stay (see below).
2. Once your deposit is received, your booking is confirmed and the balance is payable in full six weeks before your date of arrival. We will send a reminder a few days before it falls due. Should the balance not be received within the specified time, we reserve the right to cancel your booking and retain the deposit.
3. If your booking is made less than six weeks before arrival, the full amount is due at the time of booking.
4. Prices vary according to season and are detailed on our website [www.westheathbarn.com](http://www.westheathbarn.com).

#### PAYMENT

1. Payment can be made by cheque or electronic bank transfer (BACS)
2. Please make cheques payable to Gill Davies and send to:  
West Heath Barn  
Lynn Lane  
Great Massingham  
Norfolk  
PE32 2HL
3. For BACS payments, we will provide bank details to you by email when we confirm your provisional booking.

#### CANCELLATION

1. Should you need to cancel a confirmed booking please let us know by email or in writing as soon as possible. Your booking will be cancelled with effect from the day we receive your email or written notification.
2. The closer your cancellation is to the start of your booking, the less likely we are to recover the cost of your booking by re-selling your accommodation. Our cancellation charges therefore increase as your start date approaches. In the table below, the total cost means the total amount payable in relation to your booking.
  - More than 180 days: An admin fee of £25 to cover the costs we incur in cancelling your booking
  - 180 to 57 days: 33% of the total cost
  - 56 to 29 days: 50% of the total cost
  - 28 to 15 days: 75% of the total cost
  - 14 days or less prior to holiday start date or at any point after holiday start date: 100% of the total cost
3. Should you wish to protect yourself against any cancellation charge, you may like to think about taking out appropriate insurance to cover for unforeseen events.

#### SHORT- NOTICE BOOKINGS

1. In the event of a short notice booking, without time for postal confirmation or clearance of cheques, then full payment in cash on arrival is requested.

#### LOSS OR DAMAGE

1. We recognise that accidents do happen. Instead of taking a security deposit we prefer to trust our guests to report any loss or damage caused to the cottage or equipment and reimburse any costs incurred prior to departure.
2. Guests should take good care of the property and leave it in a clean and tidy condition at the end of the stay. We reserve the right to charge you a reasonable cost for additional cleaning if this is considered necessary to do so.
3. Guests shall permit us reasonable access to the property for maintenance etc. during your stay.
4. Damage due to events beyond our control such as breakdown of domestic appliances, plumbing, wiring or damage from exceptional weather conditions will be repaired as quickly as possible and we will do our utmost to minimise the inconvenience to guests in the interim.





5. No liability is accepted for injury loss or damage to guests and/or their belongings, damage by or to any third party or for damage to any motor vehicle or its contents.

#### **GUESTS**

1. The number of persons staying in the cottage must not exceed the maximum number stipulated in the cottage details, unless we have agreed an exception to that (e.g. a baby or small child who will use a cot or z-bed).
2. Guests should respect others staying at West Heath Barn or in neighbouring premises by not causing any annoyance or become a nuisance
3. Supervision of children is your responsibility and we do not accept liability for any injury or other incidents that may occur whilst on our premises.
4. Guests shall be entitled to occupy the property for leisure purposes only and this agreement shall not confer on the guest a security tenure within the terms of The Housing Act 1988 pursuant to which the occupation shall be deemed to be the way of excluding tenancy.

#### **DOGS**

1. Up to 2 well behaved dogs are allowed when staying in The Dairy or The Cart Lodge at an additional cost of £15 per booking to cover the additional cleaning costs incurred. We may permit more dogs though this is only by prior agreement with us and for which an additional charge of £10 per dog applies.
2. Dogs must be kept off the furniture and should be supervised at all times. Well behaved dogs may be left unattended for short-periods although we would request you advise us if so doing. If your dog appears distressed or is causing a nuisance whilst unattended, we will phone you but also reserve the right to enter your cottage and take appropriate action.
3. For guests in The Dairy who have booked the annexe room to provide an extra bedroom, dogs are only permitted in the cottage and not the additional room.
4. Dogs must be kept under strict control at all times whilst in the grounds of West Heath Barn. They are not allowed loose or to foul in the lawned areas but have full use of the fenced paddock for exercising next to the parking area. Owners are required to clear up dog mess for which a bin is provided.

#### **ARRIVALS/DEPARTURES**

1. Occupancy may commence at 3:00 p.m. on the first day of your booking and will end at 10:00 a.m. on the day of departure. We do try and accommodate earlier arrival and later departure times where possible (subject to the arrival of other guests into the same accommodation) but we require that this is arranged in advance. Please let us know if you intend to arrive late in the evening and supply us with a contact mobile number.
2. If for any reason beyond our control (e.g. fire damage) the property is not available on the date booked, all payments made in advance will be refunded as full and final settlement

#### **SMOKING**

1. Smoking is not permitted in any part of your accommodation.
2. Please note smoking includes use of vapours and e-cigarettes.
3. The use of candles, fireworks and Chinese lanterns are also not permitted.

#### **COMPLAINTS**

If something is not to your satisfaction please tell us as soon as it becomes an issue. We really want you to enjoy your stay at West Heath Barn and would rather put things right while you are here than find out about it after you have left.

For more information please feel free to contact us.

