



**Hurstwood Farm · Royal Oak Lane · High Hurstwood · East Sussex · TN22 4AN**

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### **Booking Conditions 2023**

**All relevant documents that require signature must be returned before arrival. If not Hurstwood Farm has the right to cancel the booking without any monies being refunded.**

#### **1. Terms**

All terms are quoted in £ sterling for the holiday cottage or shepherds hut equipped as described unless otherwise stated. As soon as the booking is made by you and confirmed by Hurstwood Farm the terms are guaranteed. Once occupation of a cottage has taken place, guests/hirers are deemed to have accepted the booking conditions and terms and conditions of Hurstwood Farm even if a booking form or the use of facilities form has not been signed by guests/hirers.

#### **2. Number of Persons**

At time of booking the number of guests staying in must be confirmed. No more than four guests can stay in any one cottage at any time. Hurstwood Farm reserves the right to terminate the hire without notice and without refund for a breach of this condition.

#### **3. Pets**

Pets are welcome subject to certain conditions which will include a fee strictly by prior agreement before booking.

#### **4. Payment**

Full payment will be required for any bookings as we cannot hold accommodation without payment.

#### **5. Damage & Breakages Refundable Deposit**

A damage and breakages deposit of £100.00 or £150.00 with a dog or for parties over 2 guests will be added to your balance and will be refunded within 10 days of your departure, providing the property has been left in the same clean and tidy condition, as at the commencement of the rental. If any damage has been caused the guest will be notified and the cost of the damage will be deducted from the deposit.

#### **6. Payment Methods**

- a) Bank transfer in sterling direct to our account. (for all overseas transfers there is an additional charge of £25.00) payable to Hurstwood Farm Equestrian account no: 84187999 sort code: 600402
- b) By debit or credit card in person/over the telephone

#### **7. Cancellation Charges**

Please notify us as soon as you can if you wish to cancel. Up to 2 weeks prior to arrival we will refund you 50% and within 2 weeks of your arrival date there will be no refund. Please ensure you have holiday insurance to cover this eventuality. If we have to cancel for any reason we will refund you in full less £25 admin fee. No refunds/discounts for inclement weather, late arrivals or early departures.

#### **8. Bank Holiday Charges/ Short Break Charges**

Bank holiday periods the full week rate will apply for the cottages. Any short-breaks more than 4 nights will be charged at the full weekly rate regardless of the time of year.

#### **9. Check in and out**

Unless otherwise agreed check in is after 2pm and check out by 10 a.m.

**10. Minors**

Bookings from persons aged under 18 cannot be accepted.

**11. Unsuitable Guests**

Hurstwood Farm reserves the right to decline a booking or to hand over a holiday cottage or shepherds hut to any person who in our opinion is not suitable to take charge. In this case no monies will be refunded.

**12. Owner's Access**

We will inform you if we can and you are contactable for access to the property however there may be times when his/her representative is to be allowed access to the property ie for remedial works or safety.

**13. Guest's Responsibilities**

The guest is responsible for the holiday cottage or shepherds hut and its equipment during the period of hire and is expected to take all reasonable care of it. Please leave the cottage or shepherds hut in a clean and tidy condition. All Children must be supervised by a responsible adult at all times whilst at Hurstwood Farm.

No persons are permitted to enter the stable yard or horse paddocks without a member of staff being present. Under no circumstances must they touch any of the horses. In the opinion of Hurstwood Farm management, if any person staying in the property is found to be disruptive to any other guests or disruptive in relation to the working practices of Hurstwood Farm whether it be staff or any animal here at Hurstwood Farm, the guest/s will be asked to leave to take immediate effect. This will only be done in extreme cases.

**14. Guest Property**

Hurstwood Farm do not accept any liability for the loss of, damage to, personal effects, luggage, motor car, motor car accessories, or any other item belonging to the guest or to any member of the guest party, except in so far as the loss or damage arises from a substantial defect or damage existing in the holiday home or it's surrounds and which was known or should have been known to us, but for our negligence.

**15. Environment**

Hurstwood Farm is a working farm environment therefore, caution must be taken due to activities around the farm i.e. farm machinery, dogs and horses. If any person has any allergies or dislikes to particular animals Hurstwood Farm must be made aware.

**16. Bins and Waste Disposal**

If we could please ask that when you vacate the property you leave it clean and tidy and remove all rubbish. We have to recycle all our rubbish therefore bottles, plastic and cardboard keep separately from landfill if possible. Please place in the wheelie bins next to the garage. Please do not leave rubbish outside on the ground especially if there is a high food content which only causes unnecessary problems with vermin, wildlife and our own dogs opening the bags and spreading the rubbish and waste food around.

**17. Termination**

The owner reserves the right to terminate the holiday booking immediately if any of the above conditions are not observed.

**18. Riders weight limit**

Please be aware we have a weight limit of 14 stones.

**19. Using our Address**

Please do not use our address for applying for credit or using as your home address for any correspondence.