

# Booking Terms and Conditions: Wood Farm Cottages Ltd

## Contract

The Contract for providing your short-term holiday rental accommodation (the **Cottage**) for the dates of your booking (the **Stay**) will be between Wood Farm Cottages Ltd (**we** or **us**) and the person making the booking (**you**) under the following booking conditions. These booking conditions form part of the Contract and the Contract is governed by English law. The contract of hire is not effective until we have processed the deposit and confirmed your booking by email. These terms and conditions do not affect your statutory rights.

You must be at least 18 years of age at the time of making the booking. At the time of booking or when otherwise requested by us, you must provide a list of the names and approximate ages of all adults, children and infants that will be staying in the Cottage. You are responsible for ensuring that all members of your booking party comply with the [Terms of Use](#), (as set out below in blue type), however, the Contract for the provision of accommodation is between us and you (as the person making the booking).

## Payment

Bookings are CONFIRMED on receipt of the deposit of £150. The deposit must be paid within 3 days of the booking being placed. The balance of the rental will be due for payment 6 weeks before the start of your holiday. We will send you a reminder when the balance is due. The balance should be paid within 3 days of receipt of the reminder. We reserve the right to cancel a holiday where payment has not been made within a week of notification of the balance being due. If the booking is made within 6 weeks of the holiday start date, then payment will be due in full.

It is your responsibility to ensure that you have adequate insurance in place to cover any loss or damage that you may suffer as a result of any cancellation of your Stay. We strongly recommend that you consider taking out such insurance immediately following your booking being confirmed.

## Cancellation: By You

Cancellations must be immediately notified to us and confirmed in writing. The treatment of a cancellation will be based on the reason for the cancellation, the length of time between the cancellation and your Stay, and our ability to re-let the property.

**National lockdown:** In the event of a national lockdown that coincides with your Stay, where you are unable to travel, and we are prevented from opening, **you will receive a full refund.**

**Local lockdown (the tier system):** We acknowledge that COVID-19 related local lockdowns are circumstances beyond your control for which travel insurance does not appear to be easily available. We have therefore agreed to share the risk of you not being able to travel for these very specific local lockdown circumstances. In the event that the address given on the booking is put into local lockdown, rendering you unable to travel, and the period of restriction covers the period of your Stay, **you will receive a full refund.** Please note that this applies only to the address given on the booking by the person who made the booking and does not apply if a party member at a different address is unable to travel due to local lockdown.

**Your inability to travel:** Your inability (or the inability of any, some or all of your intended occupants) or disinclination to travel to and stay at Wood Farm Cottages for any reason (including but not limited to illness including COVID-19, a requirement or recommendation to self-isolate or quarantine, shielding, a call to jury duty, military service, change in personal or work circumstances, family emergencies, travel delays) remains **at your risk and does not give rise to a right to cancel or to receive a refund** unless we re-let the property (see Refunds below).

**Travel insurance:** You are strongly recommended to take out UK travel insurance to cover the risk of not being able to travel. If you choose not to take out UK travel insurance, then you accept responsibility for any loss that you may incur due to your cancellation. COVID-19 is now a known risk and it is possible for you to insure your holiday against it. This can include you or any of your party having COVID-19, you or any of your party having to isolate or quarantine, or you wishing to shield any members of your party.

**Refunds:** Refunds will be subject to deduction of a non-refundable administration fee of £75 to cover our costs (and any third-party costs) related to the cancellation and renewed marketing of the cottage. These costs include our administration costs, re-marketing costs, bank fees, accounting fees and agency fees or commission payments. A cancellation charge will be made based on the number of days notification of cancellation given by you to Wood Farm Cottages, and whether the Cottage is re-let for the period of the cancelled stay. We will use all reasonable efforts to ensure that the Cottage is successfully re-let. We will apply the scale shown in the table below to determine

the amount of the refund payable to you. If the Cottage is not re-let, this will be a percentage of the total cost of the holiday. If the Cottage is re-let, the amount refunded will be the rebooking value (which may be less than you paid) less the non-refundable administration fee of £75. For the purposes of this condition, the total cost of the holiday shall include any extra items ordered by you.

Time from Cancellation to Arrival	If your cottage is not rebooked, we will refund to you...	If your cottage is rebooked, we will refund to you...
> 6 weeks	Your deposit less £75	Your deposit less £75
36 to 42 days (week 6)	60% of the total cost	Rebooking value less £75
29 to 35 days (week 5)	50% of the total cost	Rebooking value less £75
22 to 28 days (week 4)	40% of the total cost	Rebooking value less £75
15 to 21 days (week 3)	30% of the total cost	Rebooking value less £75
8 to 14 days (week 2)	20% of the total cost	Rebooking value less £75
0 to 7 days (week 1)	10% of the total cost	Rebooking value less £75

Refunds for cancellations more than 6 weeks out will be made within 3 working days of the date of cancellation, which must be in writing (by email). Refunds for cancellations made less than 6 weeks out will be made within 3 working days of the earlier of the rebooking date, or the start date of the holiday (as the refund amount will depend on the rebooking value).

### Cancellation: By Us

If our performance is hindered or prevented by a Force Majeure event (please see definition below), we may offer you: (a) a full or partial refund; or (b) alternative dates. Force Majeure Event means any of the following circumstances, including but not limited to: (a) acts of God, flood, drought, earthquake or other natural disaster; (b) epidemic or pandemic; (c) terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations; (d) nuclear, chemical or biological contamination or sonic boom; (e) any law or any action taken by a government or public authority, including without limitation imposing a restriction, prohibition, or failing to grant a necessary licence or consent; (f) collapse of buildings, fire, explosion or accident; (g) non-performance by our suppliers or contractors; (h) failure of utility service.

We reserve the right to require any guest to leave the Cottage and the site where, in our reasonable opinion, the guest fails to observe the [Terms of Use](#) or poses a threat to the safety and enjoyment of other guests or causes damage to property. In this circumstance, no refunds will be given unless we are able to re-let the cottage and having done so have fully recovered any costs associated with the relevant disturbance.

### Terms of Use

**Arrival & Departure:** You may access the property from 15.00 on the day of arrival (earlier arrivals are by arrangement only). Please note that departure is by 10.00 on your final day (again, later departures are by arrangement only). We need this time to ensure that the cottage is ready for your arrival after the previous guests.

**Please speak to us if you have any complaints:** We want to make sure you have an enjoyable stay so if you have any problem or cause for complaint, we ask that you contact us as soon as possible to give us the best chance to resolve it. We value your custom and want you to enjoy your stay. We live on site and will do our best to resolve any issues as soon as we can. If you notice that something is broken or not working properly please tell us even if it is not affecting your stay as we want to ensure things are as good as they can be for all guests.

**Care of the Property:** You are responsible for the property and are expected to take all reasonable care of its furniture, pictures, fittings and effects, in the property or on the site. You must leave them in the same state of repair at the end of the rental period as at the beginning.

**Damages & Breakages:** We appreciate that accidents can happen, and we take a pragmatic and sensible approach to damage and breakages – we would not charge you for the odd broken mug or glass, but please do inform us of any breakages or damage so that we can put it right. However, for example, if you decide to dye your hair and the product used discolours tiles, fittings or soft furnishings; if you leave an iron on and it burns the carpet, then we will request that you cover the cost of putting things right. You are legally bound to reimburse us on demand for any replacement or repair costs. Any damages will have to be paid for in full within seven days of notification. We recommend that you have insurance in place to cover this. In addition, we reserve the right to charge a Good

Housekeeping deposit of £200 for bookings of two or more cottages refundable within two weeks of departure if all cottages are left in a clean and tidy condition with contents back in the cottage where they belong.

**Cleaning:** On departure, please leave the Cottage in a reasonable clean and tidy condition. Please ensure that you have washed and dried up (or loaded the dishwasher and started the cycle), removed rubbish from the Cottages and put it in relevant bins and recycling facilities, and ensure that ovens are clean and free from grease. Please return any furniture or other items that you have moved back to where they were on your arrival. You are legally bound to reimburse us on demand for extra cleaning costs that we might have to incur.

**Use of the Property:** The Cottages are for holiday use only and must not be used for any other purpose. Your Stay does not give rise to any tenancy or the relationship of landlord and tenant between the parties.

Under no circumstances may more than the maximum number of persons stated on the website occupy the property unless by prior arrangement with the owners. We reserve the right to refuse admittance if this condition is not observed. If you wish to invite additional visitors to visit you in your cottage during your Stay, please ask us.

You must not use the Cottage or the site for any illegal, dangerous, offensive, noxious or noisy activities or behave in a way that may be a nuisance or annoyance to us, other guests or our neighbours. Wood Farm is a peaceful location, and we ask that you respect that and our other guests. As such, the playing of music or other excessive noise that can be heard outside of your Cottage after 9pm is not permitted.

Smoking is not allowed in any of the Cottages. If you wish to smoke outside, please do not discard cigarette butts in the garden or grounds.

We retain the reasonable right of entry to the Cottage at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance. We will do our best to minimise disruption to you if we need to enter the Cottage during your Stay.

**Supervision:** There must be at least one capable and responsible adult over the age of 18 in every Cottage. You are responsible for the physical supervision of all members of your party under the age of 18 at all times. This is particularly important in all children's play areas

**Liability:** You must take all necessary steps to safeguard yourselves and your property. We, our employees and representatives shall not be liable to you or your party for loss or damage to property or for accidents or injuries unless demonstrably caused by our negligence or wilful misconduct or that of those for whom we are legally responsible. We shall not be liable to you for the failure or non-availability of any particular facility in the Cottage or at the site although in all cases we will seek to rectify any such failure as soon as is reasonably practicable.

**Wi-Fi:** Wireless broadband access is provided for the guest's reasonable use. The guest agrees to reasonable and lawful usage of this service.

**Pets:** We only allow dogs, no other kinds of pets. Dogs have to be booked in and paid for. (£5 per dog, per night/per Cottage entered). Oak and Elm are dog free Cottages. No more than two dogs are allowed in each of our other Cottages. We may allow more dogs to stay but this must be agreed in writing before arrival. In order to maintain our Cottages for everyone to enjoy, it is necessary that guests bringing dog(s) agree to our [Wood Farm Doggie Rules](#)

## Data Privacy Statement & Cookie Policy

See our Privacy Policy here <https://www.woodfarmnorfolk.co.uk/about/privacy-policy/>

See our Cookie Policy here <https://www.woodfarmnorfolk.co.uk/about/cookie-policy/>