

Terms & Conditions

General - The rental arrangements is directly between the owner of the property and the guest.

Reservations - a booking is only confirmed once we have received a deposit - we will then confirm your booking in writing. A provisional reservation will be held for 3 days and if we have not received a deposit within this time the reservation will lapse.

Deposit - can be paid by bank transfer. If a booking is made 6 weeks or more before the holiday starts, a deposit of 30% is payable. The balance is payable not later than 6 weeks before the start date. If your holiday begins less than 6 weeks from the time of booking, the full rent is payable. If the balance payment is not received by the due date, as set out in the confirmation letter, then the guest will lose their booking and the deposit will be forfeited.

Cancellation - In the event of cancellation less than 6 weeks before a holiday begins the whole rent is payable unless we succeed in re-letting in which case £20 will be deducted as an administration fee and the rest refunded less the original 30% booking fee. With more than 6 weeks notice, only the deposit will be forfeit.

Cancellation Insurance - traditionally people have not taken out insurance for UK holidays but it is strongly recommended that you do. There is plenty of choice available on the Internet.

Payment options - Payment can be made by bank transfer. Any charges raised against us by our bank for handling dishonoured cheques, bank transfers or any other payments will be passed on to the guest who is liable to reimburse us within seven days of receipt of notification.

Security Deposit – All rentals require a security deposit of £250. Security deposits must be paid when the balance is due and will be refunded to a bank account of your choice on the Monday following your departure after the housekeeping team have completed their checks.

Discounts - 5% discount is offered for a repeat booking within 12 months & if you recommend a friend. This discount does not apply to short breaks.

Overseas Bookings - Overseas guests may pay in sterling by international electronic transfer. Any charges for payments from overseas will be passed on to the guest.

Arrival and Departure - all holidays start and finish on a Sunday (except as agreed for out of season short breaks). Tenancies commence at 1600 on the first day and terminate at 10am on the day of departure unless otherwise notified in your confirmation letter.

Linen - Linen is changed between holidays and a change of linen is provided weekly during holidays. Please bring your own linen for cots. Due to COVID-19 we will not be able to provide towels this season, please bring your own towels.

Pets - Dogs are welcome - up to a maximum of 3 dogs. All dogs must have fleas removed prior to arrival and any dog muck cleared from the garden prior to leaving. A charge of £100 will be made to clear dog muck if you fail to do so. Dogs must not be left unattended for long periods in the barn. Please keep your dogs under control around our animals. We are happy to advise which fields do not have livestock in them and you are welcome to let your dogs off the lead in these fields. Please do not allow your dogs on the furniture! Wet, sandy or muddy dogs should be cleaned prior to bringing them back into the property and we would ask that they be kept off the carpeted areas until they are dry!

Mobile phones – We are in a remote location and do not have a reliable mobile phone signal. Please ask for more details if this is important to you.

Heating - Electricity and central heating are included in the rental.

Parking – Please park in the spaces provided.

Website Descriptions - some of the information on the website relates to matters beyond the properties such as shops and pubs. Closure of such premises and other changes to external facilities are outside our control.

COVID-19 - we want all of our guests to have a safe and enjoyable holiday so please do not come to the property if you, or any of your family, are showing any COVID-19 symptoms or have been in contact with someone COVID-19 positive. During your stay please follow all government COVID-19 guidelines. If you test positive for COVID-19 during your stay please notify the owner immediately via email: middlelanhernebarn@gmail.com

The Guests' Obligations - The guest agrees:

- a. To pay for any losses or damage to the property unless the cost can be recovered under any household insurance held by the owner
- b. To take good care of the property and leave it in a clean and tidy condition on departure. We reserve the right to make a charge for extra cleaning if the property is not left in a satisfactory condition. To permit the owners and their agents reasonable access to the property
- d. Not to part with possession of the property, or share it, except with members of the party listed when booking
- e. Not to exceed the total number of people stipulated in the property description
- f. Not to sell or transfer the booking to another party without our permission. g. Not to cause an annoyance or become a nuisance.

- h. To pay any excess telephone charges incurred

Non-availability of property - If for any reason beyond the owners control the property is not available on the date booked (owing, for example, to fire damage) or the property becomes unsuitable for holiday letting, all rent and charges paid in advance by the guest will be refunded.

Liability - We will not be liable for any act, neglect or default or for any accident, damage, loss, injury, expense of inconvenience, whether to person or property, which the guest or any other person may suffer or incur arising out of, or in any way connected with the rental unless we are responsible. In addition, we accept no liability for loss of or damage to the guest's possessions on our property or land. Nothing in these conditions excludes or limits the liability for death or personal injury caused by the owners' negligence or for any matter, which it would be illegal for us to exclude, or attempt to exclude.

Breach of Contract - If there is a breach of any of these conditions by the guest or any of their party, we reserve the right to re-enter the property and end the holiday and ask the guest and their party to leave. If there is a breach of any of these conditions by, then the guests have the right to end their holiday and leave.

Complaints - All complaints must be notified to us as soon as reasonably practicable, as we may be required to carry out an on-the-spot investigation followed by remedial action. Guests have a legal obligation to mitigate their loss. If we are denied the opportunity of investigating the complaint within a reasonable time or denied the opportunity to put matters right during the holiday, then the guest will waive all rights.

Losses or Damages - You should be aware that you have a legal liability to pay for any damages you may cause to the property during your holiday. We do insure the property in respect of the usual risks covered by a building and contents policy and the major perils should be covered. However, in certain circumstances, if you should cause any loss or damage by negligence, you could become liable and the personal liability section of your own household policy would probably not cover you. Equally, the owner's insurance is unlikely to cover your personal possessions. You would therefore be well advised to check on these points with your insurers and you may find that, providing they are given notice, they will extend your normal cover to include your holiday home.

Governing Law - Any dispute will be governed by the non-exclusive law and jurisdiction of the English or Scottish Courts.

I have read and agree to these terms & conditions

Signed.....

Print Name

Date

Please return signed terms and conditions digitally via email to: middlelanhernebarn@gmail.com