

# HIGH RIDGE BARN CONTRACT TERMS AND CONDITIONS

## Payment method

Payments are to be made by bank transfer. Debit/credit cards are not accepted.

## Damage deposit

The damage deposit will be returned within 2 days of departure subject to an inventory check. Please report any damage directly to the owners. No deduction will be made for small breakages such as the odd glass or side plate; this deposit is for large breakages which the owners must replace quickly for the next guests such as appliances. Damaged or missing items will be replaced on a like-for-like basis by the owners, not the renter, and the cost will be deducted from the damage deposit and a receipt provided to the renter.

## Late payment

The owner reserves the right to cancel any booking should the balance not be received in full by the due date, and shall retain the rental deposit.

## Cancellation by the Guest

In the case of any cancellation by the Guest the **rental deposit** will be retained by the Owners. If cancellation is 6 weeks or more in advance of start date 50% of the **balance** will be refunded, if 4-6 weeks in advance of start date 30% of the **balance** will be refunded, if 2-4 weeks in advance of start date 20% of the **balance** will be refunded, if within 2 weeks of start date no monies will be refunded. The **damage deposit** will always be refunded.

## Cancellation by the Owner

In the unlikely event that the owner has to cancel the booking due to circumstances beyond their control, the owner will refund the guest all monies paid for the rental of the property without delay, and will be under no further liability for other costs incurred.

## Arrival & Departure times

Please arrange to arrive no earlier than 16.00 on the start date and to leave no later than 10.00 on day of departure unless agreed in advance with the owners. This is to ensure there is sufficient time to prepare the property between guests. Guests may not remain at the property after the booked departure date for any reason.

On departure please ensure that the fire is extinguished. No fires may be lit on the morning of departure. Please strip all used linen from the beds and fold into the bags provided. Please do not remove the mattress and pillow protectors. Used towels, flannels, bathrobes, tea towels, dog towels and slippers please leave in the baths.

## Cleaning

The rental price includes a thorough clean before and after each booking, and guests are requested to leave the Barn in the condition they find it. This includes cleaning out the indoor wood burning stove and the BBQ. Should the property need a 'deep clean' requiring several extra cleaning hours, £60 will be deducted from the damage deposit.

## Dog grooming cabin

The use of this cabin is complementary for guests and their dogs. Instructions for the hot water shower are posted in the cabin, but the owners would be happy to provide a demonstration.

## Sauna

Please give the owners at least 2 hours notice any time before 6pm and the wood-burning sauna will be prepared for you. A charge of £25 will be required for each sauna. Use of the sauna is

limited to once per day as the sauna wood-burner must be allowed to cool completely before being cleaned out and re-lit. The hot & cold water shower pod next to the sauna is free of charge.

### **Hot Tub Hire**

There are no facilities to accommodate hired hot tubs at High Ridge Barn.

### **BBQ**

Guests are responsible for the safe operation and cleaning of the BBQ.

### **Garden Maintenance**

The owners will endeavor to maintain the Barn garden between guests visits, however during periods of hot weather they will need to access the gardens for watering.

### **Maximum occupancy**

No booking may exceed 8 occupants plus 1 babe-in-arms. An occupant is defined as anyone within the boundaries of the property, whether staying overnight or not. Should the owners find this number is exceeded they reserve the right to cancel the booking immediately and shall refund no monies.

The use of camper vans, caravans, tents or any other form of portable accommodation may not be used to increase the number of occupants beyond the maximum stated above.

### **Group bookings**

The owners do not take bookings for large single-sex or similar groups, or from student groups without prior written approval. No Hen, Stag or similar parties.

### **Noise**

No outdoor music after 10pm please, or fireworks at any time due to the presence of livestock on neighbouring land.

### **Liability**

Although High Ridge Barn is in an area regarded as a safe area with very low levels of crime, the owners cannot be held responsible for loss of clients' personal items either from their cars or from the Barn. It is recommended that all members of your group are fully insured for travel, possessions and third-party liability prior to arrival.

### **Footwear**

Outdoor footwear may not be worn inside the Barn – please use the slippers and/or slides provided.

### **Smoking**

Smoking is not permitted inside the Barn, Sauna or Stable. Smoke alarms are fitted throughout the Barn. If smoking outside, please use the ashtray provided.

### **Pets**

1 or 2 dogs are welcome, more may be accepted by prior agreement with the owners. A charge of £20 per dog per stay is required. Please let the owners in advance if you are bringing your dog/dogs. Please note that the Barn is located within a livestock farming area. Please keep your dog/dogs on a lead when outside the Barn gardens.

### **Law**

This contract is governed by English Law.