

# HIGH RIDGE BARN CONTRACT TERMS AND CONDITIONS

## Payment method

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

## Housekeeping bond

The housekeeping bond will be returned within 2 days of departure subject to an inventory check. Please report any damage directly to the owners. Damaged or missing items will be replaced on a like-for-like basis by the owners at the cost of the renter. A receipt will be provided to the renter.

## Late payment

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

## Cancellation by the Guest

In the case of any cancellation by the Guest for whatever reason – including but not limited to illness, vehicle breakdown, weather events etc -- the rental deposit will be retained by the Owners. If cancellation is 2-4 weeks in advance of start date 50% of the balance will be refunded, if within 2 weeks of start date no monies will be refunded. The housekeeping bond will always be refunded. Please ensure that you have adequate travel insurance to cover cancellation as refunds will not be given.

## 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 15.00 on the day of arrival and to leave no later than 11.00 on day of departure. This is to ensure there is sufficient time to prepare the property between guests. Any early arrivals or late checkouts greater than 2 hours will incur an additional half day booking fee.

## Cleaning

The rental price includes a thorough clean before and after each booking, and guests are kindly requested to leave the Barn in the condition they find it. In the unlikely event that the property requires 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 our guests and their dogs. Instructions for the hot water shower are posted in the cabin, but we would be happy to provide a demonstration if you would like one.

## Sauna

Please give the owners at least 24 hours notice prior to the time you would like to use the sauna. A charge of £40 will be required for each sauna. Use of the sauna is limited to once per day (lasting approximately 2 hours) 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**

Unfortunately we do not have the 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**

We will endeavor to maintain the Barn garden between guests visits, however during periods of hot weather we may need to access the gardens for watering.

### **Maximum occupancy**

No booking may exceed 8 occupants plus babes-in-arms. An occupant is defined as anyone within the boundaries of the property, whether staying overnight or not. Should we find this number is exceeded we reserve the right to cancel the booking immediately at our discretion, 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**

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

### **Accessibility**

The Barn has several steps between small changes of level on the ground floor. There are two steps near the entrance between the lobby and the kitchen, one step from the dining area to the living area, and two steps from the living area to the bathroom and shower area. If any of your party has mobility issues please check that they will be able to manage these steps before completing the booking.

### **Noise**

No outdoor music after 10pm please, or fireworks at any time, due to the surrounding farmland containing livestock.

### **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. We recommend that all members of your group are fully insured for travel, possessions and third-party liability prior to arrival. We will not be responsible, nor liable to you for any events outside our reasonable control, such as the breakdown of domestic appliances, plumbing, wiring, temporary invasion of pests, building works at adjacent properties, damage resulting from exceptional weather conditions or other unforeseeable circumstances.

### **Footwear**

Outdoor footwear may not be worn inside the Barn – please use the slippers provided.

### **Smoking**

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

### **EV charging**

A Zappi 7kw electric vehicle charger is installed at the Barn. Guests are welcome to charge their cars at cost. No charging of cars via extension cables/3 pin plugs is permitted. No charging of

ebikes/scooters is permitted anywhere indoors at any time due to the ferocity of lithium-ion fires.

**Pets**

Up to 4 dogs are welcome. There is a charge of £35 per dog / per stay for the first dog, and £25 per dog thereafter. Please advise the owners in advance if you are bringing your dog/dogs. Dogs must not be left alone at the Barn.

**Law**

This contract is governed by English Law.