

## Terms and Conditions for Brocking Farm Cottages Self-Catering

**Welcome:** Thank you for choosing to book with Brocking Farm Cottages. We look forward to welcoming you to our farm. When you make this booking you are entering an agreement with us. Please read our terms and conditions of booking.

### To make a Booking

To make a booking please contact us by either telephone or email to check availability, a reservation will be held for seven days.

To confirm the booking please print out the booking form or request one to be sent to you by post and return the completed form together with a non-refundable 25% deposit, the balance is due **30 Days** prior to your arrival. Please make cheques payable to T R & J E Gingell. For bookings made less than 30 days prior to arrival full payment is required upon booking.

**Prices:** The price includes accommodation, linen and towels. We accept the following forms of payment:

Cash, cheque, Electronic Bank Transfer

**Pets:** I am sorry but we do not accept pets

**Cancellation and Insurance:** Once you have booked your stay, our agreement is a legal contract and any deposit you may have paid is non-refundable. If you need to cancel please contact us immediately. For cancellations made up to **1 MONTH** before your booking you will not be liable for the total balance. For cancellations made after this time or by failing to take up the booking without cancelling you will be liable for the total amount. For this reason you may wish to take out cancellation insurance, which is inexpensive and can be obtained from any good broker.

**Non-availability:** We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

**Arrival: After 4.00 p.m** Please confirm an approximate arrival time after 4.00 p.m.

**Departure: 10.00 a.m.** Please be ready to leave your accommodation by 10.00 am on the day of departure, unless otherwise arranged.

**Damages and Breakages:** Please take care with our accommodation. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant.

**Liability:** We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

**Data:** Any data gathered during the course of this booking may be held on computer.

We look forward to welcoming you to Brocking Farm Cottages