

1 THE CONTRACT

1.1 The Contract for a short-term holiday rental will be between the Owners of Cross Farmhouse (referred to as “us” or “we”) and the person making the booking and all members of the holiday party (referred to as “responsible person”, “you”, “your”, “guests”) under the following booking conditions. English law will govern the Contract. The Contract will be subject to the booking conditions in this document, and must be complied with.

1.2 The online booking and payment of the booking deposit forms the contract between us.

1.3 The person whose name is on the booking (referred to as the “Responsible Person”) agrees to take full responsibility for ensuring that all the following Terms and Conditions are adhered to by all members of the party. The Responsible Person must personally stay at the accommodation throughout the holiday and be at least 18 years of age at the time of booking. (see also para 4.3)

1.4 The names, addresses and ages of all members of the party must be shared with the Owners on request.

2 BOOKINGS & PAYMENT

2.1 Bookings made directly with us will be confirmed on receipt of payment of the deposit. The deposit required is 25% of the cost of the stay excluding the cleaning and servicing charge.

2.2 No entry to properties will be allowed without payment, in full, being cleared beforehand.

2.3 Bookings made through other platforms (e.g. Airbnb, trip advisor) will be subject to the additional terms and conditions of, and any additional fees made by the relevant platform.

3 CANCELLATION

3.1 Cancellations must be immediately notified to us by email.

3.2 If you cancel more than 60 days before your arrival date, we will refund the deposit. If you cancel within 60 days of the stay, we will retain the lower of 25% of the cost of the stay or your deposit.

3.3 In the event of travel restrictions or hosting restrictions imposed by the Government within the 60 day period prior to your arrival, you will receive a full refund.

4 TERMS OF USE

4.1 The property is let to you to occupy as short-term self catering accommodation,

and the booking agreement confers the right to occupy the house for the agreed period only, and cannot be defined as a private residential tenancy or assured tenancy (as described in Housing Act 1988).

4.2 You undertake to use the property solely for its purpose as self-catering accommodation and to accept the Owner's right to refuse access to the accommodation to any person, whether the Responsible Person or guest of the Responsible Person, deemed unsuitable.

4.3 The Responsible Person who makes the booking must personally stay in the accommodation throughout the holiday and is solely responsible for the whole party. Assignees and sub-tenants are prohibited. Any agent or third party wishing to make a booking on behalf of a guests MUST seek the express agreement of the owner BEFORE making the booking, otherwise the booking may be cancelled at the owner's sole discretion.

4.4 Causing a nuisance or disturbance to neighbours or any unreasonable behaviour may result in the Owner requiring the Responsible Person or their guests to leave.

5 PETS

5.1 We welcome guests with pets subject to prior agreement.

5.2 The following rules apply:

- Dogs must never be left unattended.
- Please keep dogs off the beds, if a dog is found to have been on the bed we reserve the right to charge £100 per bed to replace bedding.
- We ask that dogs remain downstairs.
- Please clean muddy paws after forest walks (please bring your own dog towels and use the wash down area located in the car port).
- Please bring your own dog bowls, dog beds, etc. Dog waste must be bagged and deposited in our black bins.
- Any damaged caused by your dog will be charged.

6 CARE OF THE PROPERTY/DAMAGES & BREAKAGES

6.1 Smoking is not allowed in Cross Farmhouse for reasons of fire safety and the comfort of future guests.

6.2 You are responsible for the property and are expected to take all reasonable care of its furniture, pictures, fittings and effects, in or on the property. You must leave them in the same state of repair and in the same tidy condition at the end of the rental period as at the beginning. You are legally bound to reimburse us for replacement, repair, or extra cleaning costs on demand. (We appreciate accidents will happen and won't charge you for breaking the odd glass or plate.) Please let us know immediately of any damages,

mishaps, loss or breakages as soon as possible, so we can rectify this for you and future guests.

6.3 You undertake to leave the property secure if left unoccupied during the period of let.

6.4 You must not use the properties for any dangerous, offensive, noxious, noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to the owner, the neighbouring property, livestock or farming activities.

6.5 Fireworks are not permitted at Cross Farmhouse under any circumstances due to danger of fire, and risk to livestock and horses.

6.6 You must review and refer to the guides provided to you in our Guest Guide and other instruction manuals provided, to ensure you are aware of general safety issues including fire safety, and the safe operation of all appliances.

6.7 Bikes must not be taken inside the house; please use the car port area for storage.

7 ELECTRIC VEHICLE CHARGING

7.1 We do have an electric car charging point which is free to use during your stay. Please bring your own charging cable.

8 CIRCUMSTANCES BEYOND THE CONTROL OF THE OWNER (FORCE MAJEURE)

8.1 If for any reason we have to cancel your booking in advance due to circumstances beyond our control for example fire, flood, exceptional weather conditions, epidemics, destruction/damage to the property ("force majeure") you will be refunded the full amount of the booking (including any security deposit paid). If we have to terminate your stay early after check-in for the above reasons you will be refunded part of the booking fee based on the time remaining of the booking. This will be the full extent of the liability of the Owners. No additional compensation, expenses or costs will be payable.