

Lavender Barn

Terms and Conditions of Booking

1. For bookings made more than one month before arrival, a deposit of 25% of the rental set out in the booking form is payable, with the balance being due one month before the arrival date. For bookings made on or within one month of arrival, the total amount is payable on booking. Your booking (including provisional bookings made by telephone/email) will not become effective until we have received our booking form, correctly completed and signed, together with the relevant payment due and until we have confirmed the booking to you in writing. We reserve the right to refuse any booking request.
2. The property is not available before 4pm on the first day of your holiday shown on the booking form and must be vacated by 10am on the last day. Without our prior agreement, only the members of your party shown on the booking form may occupy the property. The property may not be occupied by a greater number of people than the maximum occupancy notified to you.
3. We provide all linen and bath towels except for beach towels and cot bedding which we ask you to bring.
4. We provide a cot and highchair for your use at your own risk. We do not provide stair gates.
5. Lavender Barn has a 1st floor bathroom and bedrooms. These may not be suitable for some guests with a disability. We will use our best endeavours to accommodate all guests and ask that you inform us of any special needs at the time of booking.
6. We are anxious to maintain the standards at Lavender Barn for all our guests. You are requested to leave the property clean and in good order. We reserve the right to charge for any additional cleaning services over and above those required for our normal service level.
7. We charge a security deposit of £100.00 payable with the balance one month prior to arrival. The person first named on the booking form will be responsible for any damage, breakages or losses caused by your party. The cost of any necessary replacement or repair will be deducted from the security deposit and the balance returned to you within 10 days after departure. Any costs in excess of £100.00 will be invoiced to you at the same time for immediate payment. Lost keys will be charged for at £ 5.00 per key.
8. The person first named on the booking form is responsible for the safety and security of your party, vehicles and belongings. We shall not be liable to you or any member of your party for any accident injury or illness of any person or any loss of or damage to any property however caused. Nothing in these booking conditions affects your statutory rights.
9. We reserve the right to refuse or cancel any booking in the unlikely event of the property becoming unavailable through flood, fire, unexpected maintenance or any other event outside of our control, subject to a full refund of all monies paid. We shall be under no other liability if such cancellation occurs.
10. We reserve the right to repossess the property without notice or compensation where damage has occurred or in the opinion of the owner is likely to be caused by the hirer.
11. Should you cancel your booking for any reason, notification must be given to us in writing. Deposits are non refundable. A further charge of 25% of the total booking amount is payable for cancellations made within one month of the arrival date. Please ensure that you have adequate insurance cover as you are responsible for this payment.
12. In the event of any unresolved dispute between the parties it shall be referred to the jurisdiction of the English Courts and shall be governed by English Law.