

We look forward to welcoming you to Ockhams Farm and hope you enjoy your stay with us. Our booking terms are as follows.

You must be able to enter into a legally binding contract and be over 18 years of age to make a booking. No bookings are valid until confirmed in writing. Bookings must be paid for using a valid credit or debit card or via PayPal or any other payment type specified. We do not accept bookings for parties or events. Smoking is not allowed. Pets by arrangement.

A deposit of 25% of the cost of the accommodation must accompany the booking request, plus any booking fees or extra charges as required by the booking agents. The booking fee and deposit and extra charges are non-refundable unless the owner is unable to accept the booking.

When a booking is confirmed the guest is responsible for the full balance of the cost of the holiday. This shall be paid no later than 8 weeks before the booking is due to commence.

If you cancel before paying the balance, or do not pay the balance by the due date the deposit and any booking fees collected are not refunded, and the booking is automatically cancelled .

Once you pay the full balance, you can receive:

- 50% refund of the total cost (minus the booking fees) if you cancel at least 12 weeks before the booking is due to commence
- no refund is made if you cancel at any time in the 8 weeks before the booking is due to commence

The guest may be charged additional fees by the booking agents if an alteration is made to the booking and a revised confirmation is required.

Check-in times and check-out times are specified on your booking confirmation.

The house is to be occupied by the guests for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the guests acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.

The guests shall keep the house and all furniture, fixtures, fittings and effects in or on the house in the same state of repair as at the commencement of the holiday, and shall leave the house in the same state of cleanliness and general order in which it was found. The guest must report and pay to the owner the cost of any damage or breakages made during their holiday occupancy.

The guests right to occupy the house may be forfeited without compensation if:

- Any guests attempt to check-in outside of the stated times without prior arrangement.
- Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance.
- Smoking in any area of the property or grounds.
- Overnight guests are entertained without the owner's express permission.
- More people or pets than declared at the time of booking, or agreed with the owner in writing before the commencement of the holiday, attempt to take up occupation.

Any pets you intend to bring with you should be declared at the time of booking and checked and authorised by the owner before arrival. Young pets such as puppies are not allowed.

The countryside is a great place to exercise dogs, but it is every owner's responsibility to make sure their dog is not a danger or nuisance to farm animals, wildlife or other people.

We ask dog owners to observe the following rules. Failure to do so may result in you being asked to leave without compensation.

- The dog owner must bring the dog's bed or basket for sleeping in.
- Dogs must not be left alone in the house or elsewhere at any time.
- Dogs must be under strict control at all times
- Dogs must be kept on a lead in the grounds
- Any fouling of the grounds must be cleared up without delay.
- Dogs must not lie on beds or furnishings, and hair must be cleared up before departing.
- Dog owners must ensure that their pets are free from parasites and fleas before they occupy the house.

The owner reserves the right to make a deep cleaning charge of £200 where guests have been smoking in the house. The owner reserves the right to make a deep cleaning charge of £200 where pet occupancy results in extra cleaning work.

If there is cause for complaint, the matter shall be taken up with the owner at once. It is important that this is done whilst you are still at the house so that checks can be made if necessary and remedial action taken if required. In no circumstances will compensation be considered for complaints raised after the holiday has ended, if the guests have denied the owner the opportunity of investigating the complaint and endeavouring to remedy matters during the holiday.

The owner and/or their representative shall be allowed access to the house at any reasonable time during any holiday occupancy.

In the event of accommodation becoming unavailable (such as fire or flooding), the owner will endeavour to provide the guest with suitable alternative accommodation or will refund all monies paid or a proportion in the case of curtailment. However the owner will not pay any compensation or expenses as a consequence of such an event. We recommend the guest considers purchasing holiday/travel insurance to cover them against such situations.

The owner endeavours to maintain the information on our web site and listings with booking agents as accurately as possible. Mistakes may occur from time to time. The guests accept that minor differences between text, photographs and illustrations and the actual house may arise. We cannot accept responsibility should the house not conform to the guest's standards or if facilities may be altered or withdrawn for reasons outside our control. If a facility is particularly important to you, please check with us prior to making your booking.

Our total liability to you is limited to the price of the booking and in no circumstances will we be responsible for any indirect or special damages, other than for death or personal injury caused by our negligence or fraudulent misrepresentation. We will not be liable for failure to provide the services to the extent that the failure is caused by any factor beyond our reasonable control.

We will process the information you provide to us in accordance with the relevant data protection legislation. Your personal data may be transferred to eviivo Limited (Registered Office 154 Pentonville Road, London, N1 9JE Company Number: 5002392) including where necessary its subsidiaries outside of the EU. By making a booking, you consent to this processing of information as described above and the transfer of your information to our software provider: eviivo Limited

Errors and Omissions Excepted. Your statutory rights are not affected. These booking conditions are governed by English law. These booking conditions supersede all previous editions and apply to all confirmed bookings. Updated 17 April 2018.