

Faldingworth Farm Lodge

Terms and Conditions

Contract

This contract is between the person completing and signing the booking form, all members of their group, (You) and Faldingworth Farm lodge (We). In the case of online bookings, it is the person who makes the online payment. The contract is subject to the following booking terms and conditions, and applies to all members in the booking. Failure to comply with these terms may lead to termination of the contract & loss of the booking.

Bookings

At the time of booking a non refundable deposit of 25% is required. Provisional bookings can be held for up to 7 days until the deposit payment has been received. The balance of the rental is due no later than 6 weeks before the start of the holiday. Guests are advised to make a note of the final payment date, as reminders are not issued. If the final payment is not received by the due date, this may result in the cancellation of your stay and the property will be available to re-let.

Bookings made less than six weeks before the arrival date must be paid in full at the time of booking. A refundable security deposit is required before arrival at the accommodation. The lead name of the booking must be 25 years old or more. The property owners reserve the right to refuse a booking without giving any reason.

Cancellation by the Holidaymaker

In the event of cancellation, please notify us in writing as soon as possible. Email notification must have received a reply to confirm the cancellation. All monies paid are non-refundable and we strongly recommend guests take out comprehensive holiday insurance.

Cancellation by the Property Owner

In the unlikely event that we have to cancel your holiday, we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to a full refund only.

Number of Guests

The number of persons using the accommodation at any time must not exceed 8 unless specifically agreed with the owner. Only those people named on the booking form can occupy the property.

Arrival and Departure Time

Entrance to the property is from 3.30pm and guests are required to vacate the property by 10am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests. Guests are expected to leave the property in the same clean condition as when they arrived.

Policy for Pets and Smoking

Pets and smoking are strictly prohibited on the premises and will result in immediate termination of occupancy and forfeiture of all payments. Any damage or extra cleaning caused by pets or smoking will be charged to the guests.

Breakages

If there have been any breakages during your stay, we would be grateful if you could replace them or advise us before you leave. The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage found.

Cleaning

The owner reserves the right to make a charge to cover additional cleaning costs if the holidaymaker leaves the property in an unacceptable condition.

Termination of Stay

We reserve the right to terminate the booking without notice and without refund if you or members of your group are believed to be conducting unreasonable behaviour or not treating the property with due respect.

Liability

The use of the accommodation and its facilities is entirely at the users' risk (including members of their group) and no liability can be accepted for injury, loss or damage to users or their belongings (including vehicles). The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds including hot tub.

Coronavirus

All guests must adhere to government guidelines in relation to Coronavirus, including updates as they are announced. Guests should verify prior to arrival that no-one in their party is suffering from symptoms of Coronavirus. If any guest should become Covid symptomatic during their stay at the holiday accommodation, they should notify the owner, phone 111 for medical advice and make arrangements to return home immediately, to ensure no onward risk of infection

Circumstances beyond our reasonable control

In very rare circumstances, we may not be able to provide the accommodation you have booked, for reasons beyond our reasonable control. For example if our accommodation is affected by adverse weather conditions and unable to open, or if in the event of a pandemic, government guidelines advise that you may pose a health risk to other guests or staff. In this event, we would be entitled to cancel your booking forthwith. We advise all guests to take out the necessary travel insurance to protect against such losses, when booking a holiday.

Miscellaneous

The property owners reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.

The client may in no circumstances re-let or sub-let the property, even free of charge.

Children under 18 must be supervised by their parents/guardians at all times.

The internet connection is available (at no extra cost) subject to technical availability.

Whilst every endeavour is made to provide an accurate description of the property, some changes are likely to occur occasionally, and the holidaymaker cannot claim any refunds for such discrepancies.

Complaints

Any problem or complaint which the holidaymaker may have concerning their holiday must be reported straight away to the property owners, who will endeavour to put matters right.

We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

Hot Tub Agreement – Conditions of Use

Guests must read through and comply with the Conditions of Use for the Hot Tub, and all reasonable care must be taken. You and your party are responsible for your own safety, and guests use the Hot Tub at their own risk. In the event that the Conditions of Use are not followed, we reserve the right to close the Hot Tub with immediate effect for safety reasons.

- Pregnant women should always consult their doctor prior to using the Hot Tub.
- Any guests taking medication should seek the advice of their doctor before using the Hot Tub. In particular medication which may cause drowsiness, or effect blood pressure, circulation and heart rate.
- Guests suffering from heart disease, obesity, high or low blood pressure, skin conditions, cardiovascular or circulatory conditions, or are subject to fits, should not use the Hot Tub without prior consultation with their doctor.
- Guests use the Hot Tub at their own risk. We do not accept liability for any illness or injury incurred during use. Guests with medical conditions, who are in any doubt about their suitability to use the Hot Tub, should always seek the advice of their doctor prior to use.
- Due care and attention should be taken on the decking and steps around the Hot Tub area, as they can become slippery when wet. We accept no liability for any slips, trips or falls due to such conditions.
- Care must be taken when entering the Hot Tub, using the steps provided. No climbing or jumping in over the edges is permitted.

- Guests are advised to shower before using the Hot Tub. Make up, deodorants, moisturisers etc. reduce the effectiveness of the Hot Tub sanitizer which disinfects the water. Please tie back long hair to keep out of the water as much as possible.
- Please ensure feet are clean prior to entering the water, and that no mud, grass or foreign bodies enter, to ensure optimum performance of the Hot Tub.
- Eating, consuming alcohol and smoking is not permitted whilst in the hot-tub.
- No glass is allowed around the hot tub area. Please use the plastic glassware provided in the lodge.
- The use of mobile phones or any other electrical appliances is not permitted in or around five feet of the Hot Tub area.
- All jets/fountains and Bluetooth must be turned off when leaving the hot tub.
- Please ensure that the lid of the Hot Tub is removed and replaced correctly, as demonstrated in the information folder in the Lodge.
- Please refrain from using the hot tub if you have an existing skin condition – the chemicals used to sanitise the tub could worsen your condition.
- Children under the age of 12 are advised not to use the hot tub. For older children, it is advisable to check the temperature of the water prior to going in, and usage should be limited to 10 minutes at a time, with supervision at all times.
- The Hot Tub is programmed to a temperature of 37.5°C. which may fluctuate according to weather conditions. For temperatures above this, it is recommended that guests do not spend more than 15 minutes in the Hot Tub at any one time. It is advisable for guests to always check the temperature prior to entering the water.
- The maximum occupancy of the Hot Tub is strictly six people. Overloading could cause damage to the unit. Any damage caused to the hot tub through non compliance of the Conditions of Use, will be paid for by the booking form signatory.
- The booking form signatory agrees to indemnify the owners of Faldingworth Farm Lodge from any liabilities incurred whilst using the Hot Tub during their stay.
- Although the property owners aim to have the Hot Tub available at all times, there may be periods when it is not possible, due to water changes, maintenance or repairs. Chemical checks for water maintenance will also be carried out on a daily basis to ensure maximum performance of the Hot Tub.