

Terms and Conditions of Booking
The Hayloft on Maddocks Farm
Kentisbeare, Devon, EX15 2BU

December 2022

Booking

A non-refundable Booking Deposit of £250 is required to confirm the booking. The balance is due 8 weeks before arrival together with a Damage Deposit of £150 (see below).

Payment of the Booking Deposit is deemed as acceptance of the Terms and Conditions listed in this document.

Rental prices are inclusive of VAT payable at the appropriate rate (currently 20%).

Holidays will only be confirmed once the completed booking form and Booking Deposit payment have been received.

A provisional booking will be held for 7 working days. We reserve the right to resell the booking if the completed form and initial deposit is not received within this time.

If the booking is within 8 weeks of your holiday, full payment is required immediately. If the balance payment is not received by 48 hours after the due date, the booking will be treated as a cancellation by the client with the full accommodation cost due from the client if those dates are not re-sold.

Payment can be made via bank transfer - name and account details are found on the booking form. We do not accept payment by cheque, credit card or PayPal.

If you must cancel your holiday, we will make every effort to re-let the property and refund your payment. If we are unable to re-let we will ask you to pay the balance.

We recommend that you have appropriate cancellation protection insurance. Once booking dates have been confirmed in writing they can only be changed with the owner's agreement.

The Hayloft is available for occupation by 4pm on the first day of your holiday and must be vacated by 10am on the last day.

Unless we have explicitly consented to an exception, the number of people staying in the property must not exceed the sleeping capacity stated in the property description or the number of guests specified on the booking form.

We cannot accept liability for any loss or damage to personal property or for accidents or injuries to our guests or their visitors whilst on the premises or within the grounds of Maddocks Farm.

Children aged 14 or under playing in the grounds of Maddocks Farm must be supervised by an adult at all times.

Payment of the Damage Deposit

A damage deposit of £150 (due with payment of the balance) is required to cover the costs resulting from the action or inaction of the Guest or a member of their party such as (but not limited to):

- The property being left in an unreasonable state at the end of the rental
- Loss or non-return of keys
- Neglect or damage to the property
- Damage or loss of contents and or/or excessive cleaning costs required.

The Damage Deposit will be refunded within 14 days of your departure from the property less any costs incurred.

Caring for the Property

Guests are required to take all reasonable and proper care of the property including buildings, gardens, fixtures, fittings, furniture pictures and other effects in or around the property. Guests shall leave them in the same state of repair and condition at the end of the rental period as found at the beginning.

In the event of accidental damage, please inform Nanette or Oliver on the numbers given in the information book.

Guests are also required to leave the property in a clean and tidy condition. This includes cleaning all cutlery and crockery and placing all rubbish in appropriate waste or recycling bins.

Guests are required to respect the privacy of our neighbours and refrain from allowing children and animals in the fields surrounding Maddocks Farm if they are occupied by farm animals.

If the property is not treated with respect or if there is persistent anti-social behaviour, your rental may be terminated before the end of the booking period, and you will be asked to leave the property .

The Hayloft is serviced by a septic tank, which can easily become blocked if not treated correctly. Do not flush anything down the toilets other than the toilet paper provided. If the septic tank becomes blocked or damage through misuse by guests, we reserve the right to charge guests for the costs of repair.

Please do not burn rubbish or coal on the wood burning stove.

Maintenance

Should you have any difficulties with the property or require any maintenance please advise Nanette or Oliver.

We provide a one-time bed linen and towel setup at the beginning of the rental period. A washing machine is available for guest use if your towels or linen require cleaning during your rental period.

Internet is provided free of charge, but connection and line speed cannot be guaranteed. We are in a rural location without access to fast fibre optic connections, and Devon has many overhead telephone lines which can be damaged during bad weather.

Unavailability of Property

The owners may cancel bookings made if the property becomes unavailable for reasons beyond their control, including but not limited to: flooding, fire, significant damage to the property, or failure of utility services to the property.

In which case you will receive a full refund of any amount already paid.

Dogs (Limited to 2 at any one time)

Dogs must be disclosed on the booking form and only those that we confirm are acceptable may be brought to the property. There is an additional charge of £20.00 per week, per animal.

Please ensure that no damage is caused by them to the property and that they cause no disturbance within the surrounding area.

Dogs must be supervised and kept under control at all times. Dogs must be on a lead when walking around Maddocks Farm. Please do not leave dogs unattended in the property when you go out.

Dogs are not allowed in the bedroom areas or on the furniture.

We ask that before you leave, you clear up after your dog both in the house and surrounding grounds.

Smoking

The Hayloft is a Non-Smoking area.