



Littleton farm barns primary booking terms and conditions (The Owl Barn/The Annexe)

Bookings are subject to the following terms and conditions:

- A contract between you (the lead booker) and the owner (Littleton Farm Barns) will commence when the deposit or full payment is received, and a booking confirmation is issued showing the confirmed holiday dates.

A 25% deposit of the holiday cost is payable at the time of booking. (Bookings made less than 60 days before your arrival date must be paid in full.) The deposit / full payment must be paid within 3 days of the booking being placed.

- The balance must be paid no later than 60 days before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation.
- A **refundable** damage deposit of £500. (Owl Barn only) is also required to be paid, no later than two weeks prior to the commencement of your stay.
- The contract binds you (the lead booker) and all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.
- We require the name, age and contact details of the lead booker and the names and ages of all other guests.
- All cancellations must be notified in writing by the lead booker (email) and once received we will confirm the cancellation.
- The customer will remain liable for a percentage of the booking costs when a cancellation is received, as detailed below:

Number of days before cancellation	% of booking cost payable
More than 60 days	5% of booking cost
45-59 days	40% of booking cost
30-44 days	50% of booking cost
15-29 days	75% of booking cost
3-14 days	90% of booking cost
0-2 days	100% of booking cost



- Should we be successful in obtaining a replacement booking to the same value, we will refund the total amount paid less a 5% administration fee.
- Should we be successful in obtaining a replacement booking, but at a lesser value, we will refund you your booking cost minus the difference in cost.
- Correspondence regarding any bookings will only be held with the primary booker.
- ***We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you chose not to, then you accept responsibility for any loss that you may incur due to your cancellation.***
- If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made by you to us.
- If our property must close due to government restrictions or your address is put into local/regional lockdown for your holiday dates and you are unable to travel, you will be refunded in full.
- The maximum number of persons using the annex must not exceed 4, and the maximum number of persons using the Owl barn must not exceed 8. Only those listed on the booking can occupy the relevant property. If you wish to invite additional visitors to visit you during your stay, please ask us first.
- Please be advised that no extra overnight visitors are allowed to stay in either property.
- Bookings cannot be accepted from persons under 18 years of age.
- The owner reserves the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the properties at any time to undertake essential maintenance, repairs or for inspection purposes.
- Occupation normally commences at 15:00 hrs in the annexe and 16:00 hrs in the Owl Barn on the arrival date and guests are required to leave both properties by 10:00 hrs on the day of departure. Failure to do so may result in you being charged an extra days rental.
- Should booking conditions allow (subject to the owners discretion) you may be offered an earlier check in and a later check out.
- You must not use the property except for the purpose of a holiday.
- Smoking or vaping is not allowed in either property. Designated smoking areas have been identified outside of the properties. Smoking or vaping anywhere inside the properties may result in termination of occupancy and forfeiture of all payments.



- Pets - We allow two dogs in each property. Anything over 2 dogs will need prior approval from the owners and will incur an additional charge. We must be notified in advance of your intention to bring dogs.
- Horses can also be liveried by prior arrangement (please see additional livery terms and conditions)
- Please don't let dogs on the furniture, especially sofas and beds.
- Guests are responsible for clearing up after their dogs.
- Please clean dogs muddy paws with the outside hose and dog towels provided (Owl Barn)
- Dogs must not be left alone in the property unless crated. Alternatively, (Owl Barn) guests may use the two berth dog kennel provided free of charge.
- If the property requires additional cleaning due to the above rules being ignored, we will charge an additional £50 cleaning fee to cover the extra cleaning costs, which will be deducted from the damages deposit.
- Dogs are allowed off lead whilst in the enclosed garden areas. Outside of the gardens, dogs must be kept on leads at all times. This is to protect free range livestock on the land as well as native birds and mammals which nest and live on the site.
- You are responsible for your dog at all times and you will be charged for any damage caused by your dog.
- Damage deposit (Owl Barn) - In making a booking you accept responsibility for any theft, breakage or damage caused by you, your pets or any member of your party and agree to indemnify us in full for any loss that we incur as a result. Your damages deposit will be returned within 7 days of your departure less the cost of any damage/breakages. Please note, we **will not** charge for every day minor breakages such as glasses or plates.
- Damages and breakages - please treat the facilities and accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged or not functioning in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before checkout. The accommodation will be inspected at the end of the holiday and you may be charged for any loss, damage or extra cleaning costs. These costs will be deducted from your damage deposit. If the damage exceeds the deposit, you will be required to pay any additional costs in full within 7 days of written notification.



- If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result.

Please do not move any furniture from one room to another, or any of the indoor furniture, furnishings or bed linen to the outside.

- Please lock the doors and close the windows when you leave the property unoccupied.
- Please do not use any of the bath towels for the hot tub (owl barn) separate towels have been provided for this purpose.
- Please note that if any keys issued are not returned at the end of the stay (annexe), then you will be charged the cost of replacement locks.
- The client may in no circumstance re-let or sublet the properties.
- The owners shall not be liable to you or your holiday party for loss or damage to guests property, however arising.
- All inventory must remain in the property and not taken to another property.
- You are responsible for the supervision of all members of your party under the age of 18 at all times.
- Hot tub (Owl barn) - please observe the rules displayed at the hot tub.
- Please park your vehicles in the designated car park. Cars parked in the car park are done so at the owners risk. We will not accept any liability for any theft or damage (accidental or otherwise)
- Please respect our neighbours by keeping noise levels to a minimum between 23:00 and 08:00
- We reserve the right to terminate your rental agreement with immediate effect where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others. You will be asked to leave the property, without any refund of the rental amount paid. If there is no damage/additional cleaning required to the property (owl barn) the £500 damages deposit (Owl Barn) will be refunded in full within 7 days
- Please use the designated bbq utensils and clean the bbq after use.
- Your holiday home is located within a small hobby farm. Animals are kept on site including horses, ducks, chickens, turkeys and on occasions cows. Fireworks, chinese lanterns, candles and portable bbq's are therefore strictly prohibited.
- If you want to use the services of a third party supplier (e.g. a chef, beauty treatments) this must be agreed beforehand. If you use a third party supplier without consent, we reserve the right to ask them to leave. We do not accept liability for the activities of any third-party supplier.



- WIFI - WIFI is available at both premises. In using the wifi services provided the guest agrees to reasonable and lawful usage.
- Electric vehicle chargers - A dedicated electric vehicle charger is provided for Owl barn guests. This is the only method by which an EV may be charged. No provision is currently in place for Annexe guests, however should the Owl Barn be empty, Annexe guests may use the Owl Barn EV charger. **This is a paid service**
- Use of the dedicated EV charger is at the owners own risk and we do not accept any liability for loss or damage sustained by you or your EV as a result of using the charger, unless the damage was caused directly by our negligence. You shall be responsible to us for any damage to the charging point or loss suffered by us caused by your use of the charging point.
- Domestic electric vehicle chargers (commonly known as a granny charger or trickle charger) by way of a 3 pin domestic plug are strictly prohibited in both properties. You are liable for any damage or loss suffered by us due to your unauthorised use of domestic chargers. Guests may be asked to leave the property if this is ignored.
- E-Scooters are not permitted to be kept at either premises as they contravene our fire safety risk assessment. Anyone found charging an e-scooter may have their stay terminated with no refund given
- Any problem or complaint must be immediately reported directly to us/our representatives to allow us the opportunity to resolve it.
- Non-compliance with the house rules will be considered as a breach of the terms and conditions of the rental agreement. We reserve the right to terminate the booking with immediate effect and without a refund if they do not abide by the rules.
- Check out: please ensure at the end of your stay you empty the bins into the commercial bins located in the car park, all dirty dishes are cleaned (dishwasher provided) there is no requirement for you to strip the beds of linen.
- The properties (the owl barn & annexe) are part of our home. We expect all guests to enjoy the facilities we have provided and treat the properties with the same respect as they would their own home.

Last updated 15/07/2023