

# **AGRICOLA BOOKING TERMS AND CONDITIONS**

## **General Conditions**

1. By booking you are entering into a contract with us and by booking you are accepting our terms and conditions.
2. Agricola house sleeps a maximum of 14 people other than small children; please do not book for a larger party as we reserve the right to ask you to vacate if we become aware that a larger party than 14 is staying and using the facilities.
3. Our check-in time is 3pm and checkout is 10am. Please vacate the property by 10am, which will allow us to clean the property between bookings.
4. We do not permit smoking in Agricola. It is very difficult to re-let Agricola immediately after smoking in the property which is strictly non-smoking accommodation. As a result we reserve the right to charge for excess cleaning if someone smokes in the property and this will result in loss of your damage bond.
5. To confirm the booking a 25% non-refundable deposit is required with the remainder payable 8 week's pre your trip. Late payments could incur a fee due to extra administration costs incurred.
6. Once you have booked your holiday, our agreement is a legal contract and your deposit is non-refundable. If for whatever reason you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even if we have not yet received your balance. If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it, less an administrative fee of £25. Please note that your deposit and balance payments are not refundable under any circumstances. Only the £150 damage bond is refundable if there has been no damage. For this reason we strongly recommend that you take out cancellation insurance, which is inexpensive and can be obtained from any good broker.
7. Agricola is a pet friendly house for up to a maximum 2 pets. Please ensure they are kept out of the bedrooms and please pick up any mess in the garden area. Also, they must not be left unattended in the house.
8. We would only cancel your holiday if your accommodation were unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all

monies paid by you for the holiday. Our liability would not extend beyond this refund.

9. Please take care with our properties. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant and extends beyond the £150 breakage deposit, and we may make an additional charge of £50 if you did not report this.
10. We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.
11. In extreme circumstances and in cases outside our control, amenities might be unavailable during your stay and if this should happen then we will endeavour to rectify the situation as soon as possible but will have no other liability.
12. We reserve the right to enter the property in cases of emergency such as repairs.

## **NOISE**

1. Guests must not create noise which causes offence to our neighbours especially between the hours of 11pm to 8am.
2. We have a zero tolerance to this noise policy and anything after 11pm which disturbs neighbours is totally unacceptable.
3. If any person in your party is either causing damage or is behaving either dangerously or unreasonably so as to cause annoyance to our neighbours, we will ask your entire party to vacate the property and will have no other liability to you or give you financial reimbursement due to a shortened stay.

## **Wi-Fi**

1. All reasonable endeavors will be taken to ensure that you are provided with free, uninterrupted Wi-Fi service. We will not be liable however, if for any reason, the service is not available at any time, or for any loss of data or damage to equipment you suffer as a result of using the service. We may suspend access at any time and for any reason. The Wi-Fi service we provide is intended to be used for general rather than business purposes, including accessing the worldwide web and email. By accessing the service, you undertake that you will use the services responsibly and that you will behave in

a lawful, honest and proper manner. You may not: use the service for any illegal purpose (including but not limited to breaching any intellectual property, copyright or computer misuse legislation and downloading or uploading any illegal material); send any unsolicited commercial email (or "spam") or any activity relating to it; carry out any "hacking" activities such as attempting to access systems without authorization or downloading pornographic material.

## **Heating and other amenities**

1. In extreme circumstances and in cases outside our control, amenities might be unavailable during your stay and if this should happen then we will endeavour to rectify the situation as soon as possible but will have no financial or other liability.
2. An amenity is something that contributes to physical or material comfort at Agricola and includes the sauna, Wi-Fi, central heating, television service and showers as well as other services.

## **Pets**

1. Agricola is pet friendly, for up to 2 well behaved dogs
2. We charge £25 per dog to stay
3. Dogs must be kept out of the bedrooms, not left unattended in the house and any mess to be removed from the garden
4. If there is extra cleaning above and beyond what we consider to be the normal clean, [for example if we find that they have been in the bedrooms] we will deduct the charge for excessive cleaning from the damage bond.

## **Lost Property**

1. Please contact us as soon as possible if you think you have left any personal items in a property after your departure.
2. Should You wish your items to be returned, we will happily do so but a postage fee of £25 must be paid and cleared in advance by you. For larger personal property items there may be an additional charge, insurance etc..
3. We will aim to return lost property within 14 business days of payment being received.
3. In the event of us finding any personal property, we will hold lost property for 1 month before disposing of the item.