

Terms and Conditions

Alborough House Holiday Cottages

By paying your deposit or making full payment you agree to accept the terms and conditions detailed below and abide by them while staying at Alborough House Holiday Cottages. A copy of these accompanies your booking form.

Smoking is strictly prohibited within any of our accommodation. An ashtray is provided outside your accommodation so please use this and ensure all smoking materials are properly extinguished to prevent any risk of fire.

We guarantee to never overbook our accommodation and once your booking is confirmed by us, we guarantee your holiday, subject to the terms below, but equally we expect you to proceed with your holiday and pay your balance on time.

1. BOOKING CONTRACT

This Contract begins once we confirm availability to you and you make payment of a deposit (or payment in full if timescales require as per section 2). It is for short-term holiday rental only and is between Alborough House Holiday Cottages on one part and the person making the booking in the other part and is subject to the booking conditions herein which must be complied with, but which may be reviewed from time to time. The party leader must be at least 18 years of age at the time of booking and the booking form state the number of adults and children in your group. The maximum occupancy for each barn is stated on the accommodation information and on the booking form. This number must not be exceeded as it is part of our fire risk assessment and insurance requirements.

The barns will be available from 4pm so please do not arrive before this time unless we have specifically agreed an earlier time with you. The barns must be vacated by 10am on the day of departure. We commence cleaning of the barns at 10am and will need to access the barns from this time onwards.

Rates are inclusive of electricity, water and heating. We would ask that guests turn down room thermostats when they are not in the properties to help us keep our rates competitive and help our carbon footprint.

2. PAYMENTS

Bookings are CONFIRMED on receipt of a non-refundable deposit amount of 30% of the holiday cost if the booking more than 8 weeks in advance. We reserve the right to vary this amount from time to time or if we feel the booking is risky. The full amount will be due on booking if the holiday start date is within 8 weeks. The balance of the rental will be due for payment EIGHT CALENDAR WEEKS prior to the holiday commencement date, the due date of that balance will be on the booking summary sent on confirmation of the holiday.

Failure to pay by the due date on the booking summary is a breach of contract. In this event section 3 below details our cancellation and refund policy.

3. CANCELLATION:

Cancellations must be immediately notified to us by email, we also recommend calling us to make sure we are aware of the cancellation as soon as possible.

If cancellation notice is received prior to paying your full balance, your 30% booking deposit is non-refundable.

If cancellation notice is received for a booking where full payment has been made, we will re-open your booking slot while we retain your full payment. If the booking slot can be filled at the same rate, we will refund your booking less a £25 administration charge. In the event the same rate cannot be achieved, or we have to take a shorter booking we will refund the amount of the reduced new booking less a £25 administration fee. For example, if you have paid £499 and we can re-let for £399 you would be entitled to a refund of £374 (£399-£25). In the event no dates can be re-let then no refund will be due.

Should you wish to change the dates of your booking this will be at the sole discretion of Alborough House Holiday Cottages. We will not change the dates of your holiday if it is less than 10 weeks away or the full holiday balance has been paid.

4. CANCELLATION INSURANCE

Cancellation Insurance is not compulsory, but we strongly recommend such insurance to protect your booking against insurable eventualities. In order to offer the best rates and accommodation we must abide by these terms & conditions in the event you wish to cancel or change dates so please be aware of this if you choose not to take out insurance cover.

5. OCCUPANCY

The occupancy as stated in the barn details is the maximum number of full-size beds in the barn. We are happy for one or two cots to be added on top of the occupancy rate free of charge and subject to space, but only for children less than 2 years old and sleeping in a cot.

In Partridge Barn we have 1 sofa bed available for 1 additional child under the age of 16. The maximum adults in Partridge Barn is 4.

In Pheasant Barn we can provide 1 single folding bed for the use of 1 child under the age of 16. The maximum adults in Pheasant Barn is 2.

Occupancy/use of the property is solely for those named on the booking form. For insurance and safety reasons we cannot accept more persons than noted above. We reserve the right to refuse entry to the property or cancel your booking at any time should more persons arrive than stated on the booking form.

6. FORCE MAJEURE

If for any reason we, Alborough House Holiday Cottages, have to cancel your booking in advance due to circumstances beyond our control, for example fire, flood, exceptional weather conditions, epidemics, destruction/damage/breakdown to the property or appliances ("force majeure") you will be refunded the full amount of your booking. If we must terminate your holiday early for the above reasons you will be refunded part of the booking fee based on the time remaining of the booking. No additional compensation, expenses or costs will be payable by us (we will not be liable for any consequential loss as a result of us cancelling your booking).

If you wish to re-book new dates rather than receive a refund, we will happily do this. Any difference in rates for the rebooked dates versus the original dates will be adjusted in the new booking. For example, should your new booking be at a lower rate we will refund you the difference or if you wish to book dates at a higher rate the difference will be payable by you to us.

7. COVID-19 OR SIMILAR PANDEMIC/EPIDEMIC

You should not travel to one of our barns if you think you are suffering from symptoms of COVID-19 or other contagious disease.

If we, Alborough House Holiday Cottages, are instructed to close by the government and cannot provide your holiday dates, we will refund you in full.

If the home postcode of the lead guest (as supplied to us on your booking form) is in a government mandated lockdown on the date you are due to arrive, and you cannot legally travel, then we will refund you in full (this is the only postcode we use and we cannot factor in other members of your party who may live elsewhere).

If you or another member of your group has COVID and cannot make your holiday, your holiday will be treated as a cancellation as per section 3. The same applies if you think you have COVID symptoms or another member of your group cannot attend.

We will follow all government guidance/requirements on cleaning and hygiene procedures between bookings to ensure you have a safe environment in which to enjoy your holiday.

Should you develop COVID-19 symptoms while staying in one of our barns you should proceed straight home to your permanent residence. In such an instance there will be no refund due for any remaining nights.

Should you need to self-isolate in one of our barns for nights in excess of your booked dates, additional nights will be charged at £150 per night and an additional one-off professional deep cleaning fee of £200 will be levied. Payment must be made in advance for the number of nights you wish to self-isolate.

8. LIABILITY

We, Alborough House Holiday Cottages, shall not be liable to you or your party for loss or damage to your personal possessions, motor vehicle, etc. You must take all necessary steps to protect and safeguard yourselves and personal property. Your vehicles are parked on our property entirely at your own risk. We recommend taking out appropriate holiday insurance to cover you and your possessions while on holiday.

9. CARE OF THE PROPERTY

You are responsible for the property and its contents and are expected to take all reasonable care to avoid damage/breakages. You must leave the property/contents in the same state of repair and in the same clean and tidy condition at the end of your period of hire as it was provided to you at the beginning. At the end of your hire, food and items left in the property will be disposed of.

We appreciate accidents do happen and we do not charge for the odd plate or glass but please report breakages or damage immediately so they can be replaced or fixed for your continued enjoyment and in readiness for the next guests. We reserve the right to charge for any unreasonable breakages or damage to the property. Lost keys will be charged at £20 for a replacement set.

We reserve the right to request a refundable damage/cleaning deposit. This will be refunded to the guest's nominated account (as noted on the booking form) within 48 hours of departure. Any deductions for damage/excessive cleaning required will be notified together with photos/costings. We are not concerned by fair wear and tear or the odd accidental breakage of crockery, glasses, etc – we are simply covering ourselves for negligent damage and deliberate poor housekeeping.

10. NUISANCE

You must not use the properties for any dangerous, offensive or noisy activities that may cause annoyance to the owners, neighbouring properties or other guests. Fireworks are not allowed given the horses in the surrounding fields. The owners reserve the right to terminate your stay if you or members of your party are causing a nuisance or are not treating the property and other guests with due respect. We ask that after 10pm guests keep noise levels to a minimum so as not to cause annoyance to other guests.

11. BABY EQUIPMENT

Cots & highchairs are provided free of charge but can only be guaranteed if requested on the booking form. Cots and highchairs must only be used by children of appropriate age. You must provide your own bedding for cots (mattress provided) and any other baby equipment you require.

12. WIFI

WiFi is provided free of charge for guest's reasonable use. We have good data speed suitable for our Smart TV's, normal use of tablets, etc. The WiFi is shared and if too many devices are streaming data it can become slower. We therefore ask that you bear this in mind if you have multiple devices connecting to the service. We cannot be held responsible for

any WiFi outages or periods of degraded performance. In such instances we will contact our data provider to rectify any faults accordingly.

13. DOGS

We welcome up to 2 small/medium sized dogs per barn but we must be advised at the time of booking as to the breed and number of dogs you wish to bring (as per the booking form you will be sent). We will consider more than 2 dogs on a case by case basis. We reserve the right to refuse certain breeds.

We do not accept puppies in our barns (dogs aged less than 1 year) due to the high likelihood of chewing damage to fixtures/fittings and toileting accidents.

As a rule, we prefer that dogs are not left unattended in the barns unless they are crated or well trained to be left alone so as to not cause a noise nuisance to other guests, become distressed or cause damage to our property.

We provide a doggie welcome basket with some treats, a dog towel, a couple of throws (to put over sofas if your dog is likely to go on them) and a water bowl. You will need to bring your own dog bed, bowls, additional throws, etc. As our location is rural there are plenty of quiet lanes to exercise your dogs. Please be mindful of neighbouring fields and animals within.

Please always pick up after your dog. We appreciate that accidents do happen but anyone deliberately not picking up after their dog on the grounds of Alborough House will be asked to do so. Failure to heed this request may result in you being asked to leave with no refund given. Children, not to mention other adults, should not be subject to the health risks associated with dog fouling.

Dogs should not have contact with soft furnishings or towels provided for guests. If your dog is likely to go on the sofas, please cover them with throws. Please do not allow dogs on the beds. Any furnishings or property damaged by dogs will be charged to the guest.

If you arrive with any dogs other than those declared to us on your booking form, your contract with us will become void with no liability on our behalf to refund any monies and you may be asked to leave

14. ELECTRIC CARS

We have 2 Wallpod EV charging points for use by our guests. These are basic 13A 3 pin units providing a charging rate of 2-3 kwh so are a good solution to top your vehicle up overnight. Each Wallpod is fitted with a calibrated kwh hour meter to accurately record the electricity consumed. We will note the kwh unit reading at the start of your stay and send you an email noting this and the kwh rate (at the time of writing 21p/kwh). We require you to drop us a simple mail back agreeing to this charge and we will enable your Wallpod. At the end of your stay we will note the kwh reading and calculate your invoice, This will be sent online via Square card services for payment by the guest. If payment is not made within 48 hours we reserve the right to deduct the amount plus a £20 admin fee from your damage/security deposit.

The Wallpod units are fitted with overload and RCD protection for your safety. We cannot be held responsible for any damage to your vehicle caused by fluctuations in the electricity supply, surges, etc.

Electric vehicles are not to be charged using electricity supplied from either Partridge or Pheasant Barn by means of an extension, cable through the window or door, etc.

Reviewed and updated V3 14-Feb-2021