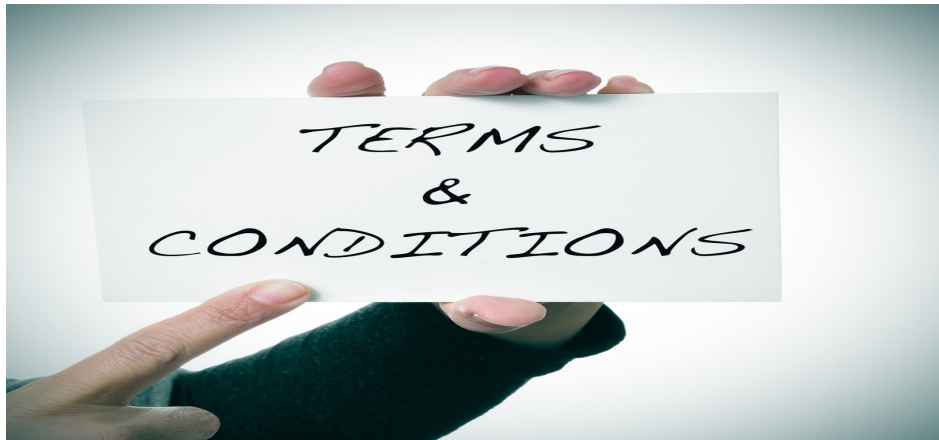


Field House Booking Terms and Conditions



Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions.

- A contract between you and the owner will come into existence when payment is received and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- Please pay at least the deposit to secure your booking. We offer our holidays through other agents on a first come, first served basis and accept the first booking that is paid for. This may mean on very rare occasions we need to contact you to change your accommodation choice, date or give you a refund, if the agent completes their booking first. We apologise in advance if you are affected.
- A non-refundable deposit of the holiday cost is payable at the time of booking, if booked via the phone, whatsapp or email. Bookings made online or made less than six weeks before your arrival date must be paid in full.
- The balance must be paid no later than six weeks 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 and the client will remain liable to pay the balance of the rent.
- All cancellations must be notified in writing. If you cancel your holiday more than 6 weeks before it is due to start, then your deposit will be forfeit. If you cancel less than 6 weeks before the holiday, then the full balance remains due and is not refundable.
- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.

- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
- We give a "book with confidence" Covid-19 guarantee. If we get another lockdown (whole country or local), or you can't come because you have to isolate or quarantine, we'll move your date * or give you a refund. (*Subject to availability, on a like for like basis, at no extra cost). Because of this we may get a last minute cancellation. If you would like to join my cancellations list just Whatsapp / email / call us. We are nice people and like happy, healthy guests and we want you and us to stay that way.
- During these challenging times of Pandemic, we may need to cancel or change your booking through unforeseen circumstances. If this happens we will give you a full refund of payments made and our deepest apologies. We thank you in advance for your understanding.
- No parties or events – the maximum number of persons using the accommodation at any time must not exceed (**2 persons, unless agreed in writing by Hazel Sanderson**) and only those listed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Any visitors you have during your stay, must not exceed the maximum number of occupants, they must be approved in advance, and are subject to an additional charge of £50 per person per night if staying overnight.
- Bookings cannot be accepted from persons under eighteen 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 property at any time to undertake essential maintenance or for inspection purposes.
- Tenancies normally commence at **5pm** unless otherwise agreed and guests are required to vacate the rental by **10am** on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by smoking will be at your expense.
- Sorry, we can not accept pets. Please do not bring any animals on site. We have severe allergies and reserve the right to refuse entry to the pets and their owners.
- Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged 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 check-out. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage.
- Please do not move any furniture from one room to another.
- Please remove shoes before entering the house.
- Please lock the doors and close the windows when you leave the property unoccupied.
- Please make sure you switch off lights, heating or any electrical appliances when you go out – we're an eco-friendly holiday home.

- Please don't take any of our white towels outside with you. They sell towels in Keswick.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property or its contents in an unacceptable condition.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The client may in no circumstance re-let or sublet the property, even free of charge.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds or hot tub.
- No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.
- The owners are not responsible for the loss of any personal belongings or valuables of the guest. Please use the safe provided.
- All inventory must remain in the property and not be taken to another property.
- Hot tub
 - The hot tub (Field House Cottage only) is on from 8am to 11pm daily. Please respect these timings out of respect for our neighbours.
 - Please avoid using glass or sharp objects near the hot tub, use the plastic cups and beakers provided.
 - Guests must shower before entering the water to rinse off creams and makeup.
- Guests are responsible for the safety and security of their children at all times, if we have allowed them on site. Never leave children without adult supervision.
- Please park your vehicles in the designated parking space, ensuring cars do not block access to other properties. Parking is limited to 1 vehicle per holiday home.
- Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
- We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
- Barbecue – please use the designated barbecue utensils and clean the barbecue and utensils after use.
- Lit candles are a huge fire risk and are not allowed inside the holiday homes. Please use the battery operated candles provided.
- Check-out – *check-out time is before 10am and we would appreciate it if you could empty the bins, strip beds, clean dirty dishes in the dishwasher. Thank you.*
- Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us/our representatives and we will endeavour to put matters right. Any complaints not reported to us/the property manager at the time and only reported after the client has returned from holiday will not be considered by the proprietor.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house. We like happy, healthy guests and we want you to come back every year. We are nice people, but disrespectful guests will not be welcomed back.