

The Castle Keep Barn

Bookings are subject to the following terms and conditions

- Tenancies normally commence at **16.30hrs** unless otherwise agreed and guests are required to vacate the rental by **10.00hrs** on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests. A non-refundable 25% deposit of the holiday cost is payable at the time of booking. Bookings made less than six weeks before your arrival date must be paid in full, plus the **£200** refundable damage deposit.
- Bookings cannot be accepted for lead guest under 25 years of age.
- Receipt of any damage deposit by the Owner shall not constitute acceptance of any booking, until the holiday deposit has been received. Payments shall be made by Paypal and payment details will be provided.
- A letting of Castle Keep Castle Barn shall be only for the purpose of a holiday letting for the period of time specified in the Castle Keep Barn booking confirmation form pertinent to such holiday letting. No holiday letting shall constitute a protected tenancy under the Rent Acts, as amended from time to time, nor shall any security of tenure attach to any holiday letting. No holiday letting shall exceed a period of 28 days except by prior written agreement with the Owner.
- Any cancellation by the Holidaymaker must be in writing. The Owner reserves the right at his absolute discretion to decide what, if any, refund shall be made. In the event of an unforeseen circumstances rendering The Castle Keep Barn unusable before a holiday letting, the Owner cannot undertake to provide alternative accommodation or to pay compensation to the Holidaymaker or any third person but the Owner shall make a full refund of any moneys paid.
- 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.
- The Owner shall not be liable for any damage, loss, expense, inconvenience or personal accident which the Holidaymaker or any third person may incur which arises out of or in any way is connected with the holiday letting of The Castle Keep Barn.
- No parties or events – the maximum number of persons using the accommodation at any time must not exceed **8 persons** 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.
- (Note: If you allow guests to have visitors during their stay, clarify the maximum number of occupants, that they must be approved in advance.)
- 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.
- The Holidaymaker shall keep The Castle Keep Barn and all furniture, fixtures, fittings and effects in or on, The Castle Keep Barn all immediately surrounding property, including, without limitation, all

walls and gates, in the same state of repair and condition as at the commencement of the holiday letting, and shall leave The Castle Keep Barn in the same state of cleanliness and general order in which it was found. The Holidaymaker undertakes to pay for any expenses necessary to make good any breakage, damage or loss to The Castle Keep Barn (including, without limitation, the buildings constituting The Castle Keep Barn and the personal property contained in such buildings and the surrounding area) and all immediately surrounding property that may occur during the period of the holiday letting that is due to any negligent or wilful act or omission of action of the Holidaymaker.

- The Holidaymaker agrees to use the fire-guards when applicable and to follow standard safety procedures when using electrical appliances.
- 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 pets or smoking will be at the expense of you.
- Payment by the Holidaymaker of the deposit or occupation of The Castle Keep Barn by the Holidaymaker signifies acceptance by the Holidaymaker of the booking conditions as set out above.

Pets

This is a Pet friendly property. Only 2 well behaved pets are allowed at one time

- If you have brought your dog with you to the holiday property, we ask you to observe the following rules. Failure to do so may result in you being asked to leave without compensation. Dogs must be under strict control at all times while in the property and grounds.

Any fouling must be cleared up without delay. There is a small shovel and brush under the trees.

The pet owner must bring the dog's bed or basket for sleeping.

Dogs MUST NOT be left alone in the property or elsewhere at any time. No dogs upstairs.

Dogs MUST NOT lie on furnishings, and pet hair must be removed before departure. Failure to do so will subsequent charges. Dogs must be wormed and free of fleas. Guests are responsible for cleaning up after their pets.

Damages

- Damage deposit – In making a booking you accept responsibility for any theft, breakage or damage caused by you, pets or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. A security deposit of £200 is required and will be returned within 7 days of the end of your holiday, less the cost of damage/breakages.

- 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.

Instructions

- Please do not move any furniture from one room to another. Please remove shoes before entering the lounge to preserve the oak floor. The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that if any keys issued are not returned at the end of your stay, 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. All inventory must remain in the property and not be taken to another property.
- The hot tub can be used between **09.00hrs** and **23.00hrs** daily. Please respect these timings out of respect for our neighbours. Please be mindful of outside noise, e.g. music and shouting. **Please be mindful** if there is a change over booking the same day, the hot tub will be up to temperature on the day after your arrival, as the water will need time to heat up after filling. Please no glass or sharp objects near or on the hot tub. No fires or BBQ beside the hot tub. 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. Never leave children without adult supervision. Minimum age of 10 to use the hot tub.
- Please park your vehicles in the designated parking space, (this is displayed in the The Castle Keep Barn entrance) ensuring cars do not block access to the other property. Parking is limited to 2 vehicles. If more than 2 vehicles, we will advise you of where to park. Please do not park opposite our entrance or in the neighbours' parking zone.
- 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 after use.
- Candles are not allowed inside the house.
- Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us and we will endeavour to put matters right. Any complaints not reported to us 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. Check-out – e.g. empty bins, strip beds and leave in the kitchen, clean dirty dishes. Other helpful information such as emergency contact details, bin collection days etc will be included in your guest information in the barn.