

LOW FARM ESTATE SERVICES
Cottage Rental Terms and Conditions

1. For the purposes of these terms and conditions, a "cottage" constitutes the specified single dwelling and includes all services, WiFi, phone (landline), linens and basic kitchen equipment (please see web site for full details of amenities provided).
2. All Bookings are subject to these terms and conditions, in addition the COVID Arrangements. By completing your booking, and paying your non-refundable deposit, you are deemed to have read, understood and agreed to the policies described therein. These documents were made available to you with the booking form.
3. **Payment terms:** When your arrival date is less than one month in advance, we require full payment of all rental fees at the time of booking. This is non-refundable. When your arrival date is more than a month in advance, we require a non-refundable £50 deposit to secure your booking. Once payments are made they are non-refundable. Any exceptions are noted in paragraphs 26-31.
4. **Confirming your booking:** We will send you our "Confirmation of Booking" once we have received your signed Booking Form and deposit or full payment. It is then that a firm contract exists between you and Low Farm Estate Services on the basis of the conditions 1 - 31. We are unable to confirm any booking without a signed Booking Form and associated required payments.
If the booking is not accepted by Low Farm Estates, the deposit (or price paid) will be refunded in full.
5. **Balance to pay:** When a deposit is paid, the full amount of your total booking cost less your deposit of £50 must be **paid at least one (1) month** before your arrival date. An example : if your arrival date is 01 April, your full payment must be received by 01 March. The "Confirmation of Booking" will show the balance due and give the date by which the balance must be **paid in full**. No further reminder will be sent. If full payment is not received by this date, we reserve the right to cancel the booking, without refunding the deposit.
6. Bookings must be made electronically via e-mail (with a completed booking form) or by phone, where we can assist you in doing so. All fees (deposit or balance) are subject the LOW FARM ESTATE SERVICES's Term and Conditions below.
7. Any payments (deposit or balance) are to be made via bank transfer to the account noted below or by phone for card payments if you are unable to make a bank transfer.
 - Account name: Low Farm Estates
 - Account number: 83513483
 - Sort Code: 20-98-07

Please enter the date in DD.MM.YY format, followed by your last name in the reference eg 26.05.20JONES. If your name is longer than the reference will allow, enter as many letters after the date as it will allow.

Please contact us at stayatlowfarm@gmail.com to discuss alternate payment arrangements if this is absolutely not possible.

8. Due to the arrangement regarding COVID, we can only accept a cottage booking for members of the same household. All members of the party listed on the booking form must be from the same household. Should the booking involve multiple cottages, please ensure that each household completed a booking form for their cottage. We will accept payment for multiple booking, provided there booking forms provided for each cottage in the booking.
9. The person making the booking must be on the booking form and must accompany the group. Third party bookings while accepted, will not be confirmed until the guest (responsible adult in the party) signs the booking form, and confirm they have read the Covid Arrangements document and the Terms and Conditions. If the person making the booking is making it for cottages as part of a group – a responsible adult must be identified on the booking form for each cottage.
10. We do not accept bookings on behalf of, or from, those under 18 years of age. We reserve the right to request proof of age for any booking.
11. The individual identified as "Name on Booking" on the booking form **must** occupy the cottage and form part of the group. No other person may occupy the cottage at any time – there are occupancy limits to the cottages and we will confirm this at the time of booking. Any amendments to individuals attending the cottage during your stay must be advised through a revised booking form and agreed by Low Farm Estate Services. They must also be members of your household as per the Covid Arrangements.
12. **Arrival and Departure times:** Cottage rental fees include occupancy from 4pm on the day of arrival, and must be vacated by 10am on the day of departure. Low Farm Estates, may, at its discretion, amend these terms (early check in or late check out) if agreed in advance. A nominal fee may be charged should Low Farm Estate Service incur additional charges in relation to the amendment. Contact stayatlowfarm@gmail.com to request adjustments should you require this.
13. **Allocation of Cottages** – While we make every effort to ensure that you stay in the cottage you request, Low Farm Estate Services reserves the right to alter your accommodation to the agreed level or a higher occupancy cottage should the need arise.
14. **Alterations** Booking Amendments – Amendments to increase your booking (additional dates, or the number of people) can be considered, however, we do not guarantee we can accommodate requests and payment in full is required at the time of amendment. No alterations can or will be accepted 48 hours prior to arrival. Any reduction in your booking is non-refundable.
15. **Security:** The responsible adult for each cottage is responsible for the security of the cottage, its contents (both personal and Low Farm Estates' property) and any vehicles during the group's occupancy and Low Farm Estates and its owners accept no responsibility for any article or things stolen or damaged.
16. **Keys:** Each cottage has a locking door and therefore the responsible adult for the cottage will be supplied with a key. Its security is the responsibility of the guest. Should the key be lost or stolen, this fact must be reported immediately to Low Farm Estate Services (emergency mobile number – 07917612521). The guest will be responsible for the costs associated with replacing the key (as cost of normally £15-20).
17. All breakages and damage to the cottage, its contents, surrounds or other property on the estate (except for fair wear and tear) to be paid for or made good by the guest.
18. **Departure** - When vacating the cottage after use, it is expected that guests will leave the cottage as they found it. Domestic waste disposal areas are available in the courtyard and rubbish bags found in the kitchens. On the rare occasion that additional cleaning (such as washing up of dishes or excessively untidy conditions), Low Farm Estates reserves the right to charge the responsible adult for costs associated with returning the cottage to a presentable state.
19. **Pets:** We are unable to accommodate pets in the cottages, the exception being Guide and Support animals.

20. **Smoking:** Due to government regulation you are not permitted to smoke anywhere in the cottages. Smoking is permitted in the Courtyard area.
21. **Vehicles** - There is no charge for parking. We ask that for security purposes, vehicle registration numbers are listed on the Booking Form. All vehicles are restricted to 5 m.p.h. on the site for the safety of all. Due to the serious safety implication, this is strictly enforced and failure to comply with this rule will result in the offender being refused permission to bring their vehicle onto the site.
22. **Laundry Room use** – The coin operated laundry facilities are available from 10am to 7pm. Low Farm Estates Services will control access to this room by unlocking and locking doors at these times, so guests are encouraged to ensure that they have removed personal items by 7pm.
23. **Liability** - It is a condition of this booking that the owners are relieved of any responsibility for any personal injury, loss or damage, which may be sustained by the guest or their property including motor cars, whether such loss or damage is caused by negligence of the owners, their servants' omission or otherwise of Low Farm Estate Services.
24. **Enjoyment of All** – Low Farm Estates is proud to provide a peaceful and enjoyable space. When using common areas, such as the courtyard, and exploring the site, we expect all guests to be respectful and considerate of others' space, ensure their behaviour is not offensive to others (including excessive swearing that can be overheard by minors), that any music and other noise is reasonable and ceased strictly at 11pm, and that Low Farm Estates staff are strictly respected, if any matters of conduct are addressed. If the guest or a member of their party is in **breach of** any of the **conditions** or if, in the opinion of the owners or Low Farm Estates staff, is guilty of behaviour or conduct prejudicial to the well-being of others, the owners may take possession of the cottage without refund.
25. **Activities and Play** – While we wish for all guests to enjoy their time and activities at the site, we cannot support certain activities due to their continued interference with an enjoyable shared space. Water guns, hoses, sprinklers and any other form of water projectile play are not permitted.
26. **Minors:** (Children and young adults under 18): It is expected that all guests will allow for the peaceful use and enjoyment of the common areas by their fellow guests. We ask that adults encourage the responsible behaviour of minors in their care, ensure that they are appropriately supervised and are not disturbing other guests. Low Farm Estate Services reserve the right to charge the responsible adult for any damage attributed to malicious behaviour of minors in their care.
27. **Booking Cancellation** - If you do need to cancel your booking, we would appreciate this being notified to us as soon as possible. Unfortunately, all non-refundable payments (as outlined in paragraphs 3-5) will not be able to be returned.
28. **Exclusions – Covid related closure of the site** - In the event that Low Farm Estate Services is unable to provide the cottage due to a government closure of holiday letting businesses, we will offer those who have secured bookings a full refund. The decision to cancel your booking, if taken by Low Farm Estate Services in these circumstances, will be made 7 days prior to your arrival date.
29. **Exclusions – COVID Related illness** – If during your stay you become unwell and are displaying symptoms of Covid-19, and need to return home to self-isolate, we will provide you with a credit for your balance for a return visit. You should advise Low Farm Estate Services immediately if this is the case on 07917612621, and then call us when you would like to book the balance of your stay.
30. **Exclusions – Self-isolation order** – If you are prevented from attending Low Farm on the arrival date due to being required to self-isolate through the Government's Track and Trace system, we will invite you to re-book your stay with us for another time once notifying us of the situation. We reserve the right to request evidence of this request to substantiate your deferral.
31. **Exclusions – Service interruption** prior or during your stay – in the event of serious breakdown of services, other emergencies or withdrawal from service of your cottage, we reserve the right to offer you alternative accommodation or the opportunity to re-book for alternative dates. No claims for compensation in respect of the above events can be accepted.
32. **Cancellation following non-arrival** – Should you fail to arrive on your arrival date, at 12.00 noon on the following day you will be deemed to have cancelled your booking, and all payments made are therefore non-refundable.