



The Dairy & The Cart Lodge Cottages

Terms and Conditions for Bookings & Occupancy

MAKING A BOOKING

1. To confirm your booking, a deposit of £150 per week is required within 3 working days of reserving the accommodation. This is subject to conditions should you need to cancel your stay (see below).
2. Once your deposit is received, your booking is confirmed, and the balance is payable in full six weeks before your date of arrival. We will send a reminder a few days before it falls due. Should the balance not be received within the specified time scale, we reserve the right to cancel your booking and retain the deposit.
3. If your booking is made less than six weeks before arrival, the full amount is due at the time of booking.
4. We reserve the right to refuse any booking without explanation.
5. Prices vary according to season and are detailed on our website www.westheathbarn.com.

PAYMENT

1. Payment can be made by cheque or electronic bank transfer (BACS).
2. Please make cheques payable to Gillian Davies and send to:
West Heath Barn
Lynn Lane
Great Massingham
Norfolk, PE32 2HL
3. For BACS payments, we will provide bank details by email when we acknowledge your provisional booking.
4. For short notice bookings without time for postal confirmation/clearance of cheques we request full payment prior to arrival by electronic bank transfer (BACS).

CANCELLATION

1. Should you need to cancel a confirmed booking you must let us know by email or in writing as soon as possible. Your booking is cancelled with effect from the day we receive your email/written notification.
2. The closer you cancel to the start of your stay the less likely we are to recover the cost of your booking by re-selling your accommodation. Our cancellation charges therefore increase as your start date approaches.
 - a. Our **standard cancellation terms** are as follows. Note that the total cost means the total amount payable in relation to your booking.
 - i. More than 90 days: An administration fee of £10 to cover costs incurred
 - ii. 61 – 90 days: 25% of the total cost
 - iii. 31 – 60 days: 50% of the total cost
 - iv. 15 – 30 days: 75% of the total cost
 - v. 14 days or less prior to holiday start date or at any point during your stay: 100% of the total cost
 - In cases of national emergency (e.g. pandemic, terrorist threat etc.) resulting in Government imposed restrictions to travel, our standard terms are waived, and our **exceptional cancellation policy** will apply. In this instance we will either provide a refund in full or you may defer your booking and any monies received from you will be offset against a future booking within the next 12 months.
3. We would strongly recommend you take out cancellation and travel insurance.





LOSS OR DAMAGE

1. We recognise that accidents do happen. Rather than take a security deposit we prefer to trust our guests to report any loss or damage caused to the cottage or equipment and reimburse any costs incurred prior to departure. We would ask that you respect that trust and be transparent when damage has been done.
2. Guests should take good care of the property and leave it in a clean and tidy condition at the end of the stay. We reserve the right to charge you a reasonable cost for additional cleaning if this is considered necessary to do so.
3. Guests shall permit us reasonable access to the property for maintenance etc. during their stay.
4. Damage due to events beyond our control such as breakdown of domestic appliances, plumbing, wiring or damage from exceptional weather conditions will be repaired as quickly as possible and we will do our utmost to minimise the inconvenience to guests in the interim.
5. No liability is accepted for injury loss or damage to guests and/or their belongings, damage by or to any third party or for damage to any motor vehicle or its contents.

GUESTS

1. The number of persons staying in the cottage must not exceed the maximum number stipulated in the cottage details, unless we have agreed an exception to that (e.g. a baby or small child who will use a cot or z-bed).
2. Guests should respect others staying at West Heath Barn or in neighbouring premises by not causing any annoyance or become a nuisance.
3. Supervision of children is your responsibility and we do not accept liability for any injury or other incidents that may occur whilst on our premises.
4. Guests shall be entitled to occupy the property for leisure purposes only and this agreement shall not confer on the guest a security tenure within the terms of The Housing Act 1988 pursuant to which the occupation shall be deemed to be the way of excluding tenancy.

DOGS

1. Up to 2 well behaved dogs are allowed when staying in The Dairy or The Cart Lodge at an additional cost of £15 per booking to cover the additional cleaning costs incurred. We may permit more dogs, though this is only by prior agreement with us and for which an additional charge of £10 per dog applies.
2. Dogs must be kept off the furniture and should always be supervised. Whilst we do permit dogs into the cottage bedrooms this means on the floor and not on the bed. We reserve the right to charge you a reasonable cost for laundry or replacement bedlinen if this is considered necessary to do so.
3. Well behaved dogs may be left unattended for short periods although we would request you advise us if so doing. If your dog appears distressed or is causing a nuisance whilst unattended, we will phone you but also reserve the right to enter your cottage and take appropriate action.
4. For guests who have booked an annexe room to provide an extra bedroom, dogs are only permitted in the cottage and not the additional room.
5. Dogs must always be kept under strict control whilst in the grounds of West Heath Barn. They are not allowed off the lead or to foul in the lawned areas but have full use of the fenced paddock for exercising next to the parking area. Owners are required to clear up dog mess for which a bin is provided.





**WEST HEATH
BARN**

Luxury Bed & Breakfast | Self-catering Cottages

E: info@westheathbarn.com | T: 01485 521748 or 07967 136960



ARRIVALS/DEPARTURES

1. Occupancy may commence at 4:00 p.m. on the first day of your booking and will end at 10:00 a.m. on the day of departure, unless otherwise agreed with ourselves. Please let us know if you intend to arrive late in the evening and supply us with a contact mobile number.
2. If for any reason beyond our control (e.g. fire damage) the property is not available on the date booked, all payments made in advance will be refunded as full and final settlement

SMOKING & FIRE HAZARDS

1. Smoking is not permitted in any part of your accommodation. Please note smoking includes use of vapours and e-cigarettes.
2. The use of candles, fireworks and Chinese lanterns are also not permitted.

COMPLAINTS & FEEDBACK

If something is not to your satisfaction, please tell us as soon as it becomes an issue. We really want you to enjoy your stay with us and would rather put things right while you are here than find out about it after you have left. For more information or clarification please do not hesitate to contact us.

