

# BOOKING CONDITIONS

For Bookings made between 15 June 2020 and 8<sup>th</sup> January 2021

## CONTRACT

The Contract will be between the Client and Barsham Barns (Norfolk) LLP. The Contract will be entered into when Barsham Barns (Norfolk) LLP issues the confirmation form and will be subject to all the booking conditions. Please read carefully.

## PAYMENT

A deposit of one third of the rental fee is payable to confirm your reservation. The balance shall be payable 2 weeks before the commencement of the rental. Non-payment of the balance of the rent on or before the due date shall be construed as a cancellation of the contract by the Client. For bookings made less than 2 weeks before the commencement of the rental the total fee is payable. All payments shall be made to Barsham Barns (Norfolk) LLP at the address at the top of the Booking Confirmation. All payments made by credit and debit cards are free.

## CANCELLATION

Any cancellation made by the Client shall be in writing and addressed to Barsham Barns at the address at the top of the Booking Confirmation.

We guarantee that you can receive a **FULL REFUND for ANY REASON** if you notify us as outlined above, between 60-2 days before your arrival.

### **If you cancel outside of the above terms, the following conditions apply:**

If Barsham Barns succeeds in re-letting the property for the whole period it shall refund all the monies paid less an administrative charge of £20 (plus VAT) per booking. If Barsham Barns only succeeds in re-letting the property for part of the period booked it shall refund an amount equal to the deposit and balance paid less rental for the period which is not re-let and an administration charge of £20 (plus VAT).

Barsham Barns will try to let the property for the full brochure price but reserves the right to offer a discount for late availability in order to be able to secure a booking. The amount refunded to the client will take this reduction into account. Should a cancellation be made before payment of the balance, and Barsham Barns is unable to re-let the whole period, the deposit must be forfeited. In such an instance, there would be no administration charge. If Barsham Barns is unable to re-let the property at all then all monies paid by the Client shall be forfeited to Barsham Barns.

## CHANGES OF DATE

Barsham Barns may consider a request to change the dates of the booking after confirmation has been issued. Agreement will be given subject to the following conditions being met: the request is received more than 8 weeks away from the start of the booking, the Client pays an admin fee of £20 (plus VAT).

Please note that bookings with Master Cancel applied at the time of booking cannot carry the insurance cover forward to a later date.

## PERIOD OF HIRE

**Please note that the arrival time is from 5pm at the earliest, departure time is 9:30am at the latest. These are to ensure that our housekeepers have sufficient time to deep clean the property in the light of the recent COVID-19 pandemic. Please do not ask to arrive early or keep our staff waiting for you to vacate.**

## USE OF PROPERTY

The number of persons occupying a property must not exceed the maximum number stipulated in the advertised details. The property will be used for personal and domestic purposes only. The property shall not be used for any commercial purposes without the written consent of Barsham Barns (Norfolk) LLP. Barsham Barns reserves the right to refuse entry to the entire party if these conditions are not observed.

## LOCATION

Properties in rural locations can experience some animal noise and occasionally noise from grass cutting or other farm machinery or activities. Flora & Fauna – in rural areas, insects and other

pests are fairly common and not necessarily an indication of poor housekeeping standards. Whilst preventative action is always taken by the Property owners, these pests can never be eradicated completely.

#### **CHARGING OF ELECTRIC VEHICLES**

For insurance purposes charging of electric cars using a 13-amp socket is not allowed at Barsham Barns. Trailing cables through windows poses potential damage and other risks, sockets may not be compatible and will probably not include a dedicated RCD device and our insurance will not cover us for any damage or incident arising from this.

#### **NOISE**

This barn has other residential properties in close proximity and we have a zero-tolerance policy on late-night noise – all music must be turned off by 11.00pm. All outside music is prohibited in consideration of our other guests. If we receive complaints regarding noise levels you will be required to vacate the barn. Your refundable deposit is also at risk if we receive complaints – see below.

**Please bear this in mind before making a booking.**

#### **COMPLAINTS**

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 at the time and only reported after the client has returned from holiday will not be considered by the proprietor.

Legally we need a reasonable amount of time to rectify any problems for you.

#### **BREAKAGES OR DAMAGE**

We charge a refundable deposit which varies according to the size of the property. This amount is charged and cleared with the balance and will be refunded within 14 days of departure once the barn has been checked for cleanliness & damage. We also reserve the right to make deductions from your deposit should we receive complaints from other barns regarding noise or loud music. The Client will be contacted with regards to any deductions once the property has been checked.

#### **CARE OF THE PROPERTY**

The Client shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and condition and in the same clean and tidy condition at the end of the rental period as at the beginning.

#### **MOVING OF FURNITURE**

On no account is any of the furniture to be moved from one room to another, from one floor to another, to be taken into the garden or to be moved from one barn to another. Moving furniture causes problems for housekeeping staff, invariably causes damage to walls, floors and the furniture itself. For this reason moving the furniture is strictly forbidden

#### **LEFT BELONGINGS/LOST PROPERTY**

Please make sure that you check the property thoroughly for your belongings before you leave as return of any items left behind will incur a minimum charge of £20.00. This will be deducted from your refundable damage deposit.

#### **SMOKING**

Smoking in the barns is **STRICTLY** prohibited. Barsham Barns reserves the right to invoice you £100.00 if we feel we cannot re-let a barn which smells of smoke after your departure. This additional cleaning charge covers the cost of deep-cleaning all fabrics and furnishings to re-present the barn as a non-smoking property to in-coming guests.

#### **FIREWORKS**

Due to horses and stables in very close proximity to the barns the letting off of fireworks of any kind is strictly prohibited.

#### **PETS**

No pets of any kind are permitted in the barns.

#### **LIABILITY**

Barsham Barns (for itself, its employees and agents) shall not be liable to Client or third parties for any accident, damage, loss, injury expense or inconvenience, which may be suffered,

incurred, arise out of or in any way connected with the rental. No term of the Contract is enforceable under the Contracts (Rights of The Third Parties) Act 1999 by a person who is not a party to the Contract.

The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds or pool.

**ON DEPARTURE**

Guests must ensure that all windows are closed and doors locked on departure. The lead guest named on the booking documents is responsible for ensuring that the property is secure on departure.

**INTERNET**

The internet connection is available (at no extra cost) subject to technical availability.

**WARRANTIES**

Barsham Barns does not warrant and is not responsible for the accuracy of any verbal information given or statements made by its employees or agents.

**AMENDMENTS**

We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

**RIGHT OF ENTRY**

Barsham Barns shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

**I have read and agree to the above terms and conditions:**

**Signed:**

**Print Name:**

**Address:**

**Date of Stay:**

**Name of Barn:**

**Please sign and return to: Barsham Barns, Lower Farm Barns, North  
Barsham, Norfolk NR22 6AP**