

## **Booking Conditions for your stay at The Barns at Upper House, Lyonshall, Kington Herefordshire (F C Jones & Co)**

**Basis of Contract** This Contract is made for a short-term holiday between F C Jones & Co (The Barns at Upper House) and the Client. **The contract is entered into, when acknowledgement of the Clients deposit is made**, at which stage the Client is agreeing to the **Terms & Conditions sent in the booking pack**. The Client should carefully check all booking details, read the Booking Conditions thoroughly, **and inform us immediately if there are any irregularities**

**Only the number of guests stated on the booking form may stay overnight on the premises.** Any non-resident guests must have the managers permission and must adhere to the conditions with the bookings manager. At the time of booking you must provide us with a list of the occupants in your party, **which must include the name and age of each person and please note the barns are not suitable for guests where the age is predominantly under 30**

**CAMPER VANS/NON RESIDENT GUESTS** - no overnight parking of camper vans is permitted within the barns curtilage and any non resident guests must have the managers permission

The Owner may withhold consent to changes in the party if, in their reasonable opinion, the change is materially detrimental to them.

**Cancellations** must be via email to [info@thebarns.com](mailto:info@thebarns.com). **If the deposit has been paid**, we will endeavor to re let the property and reserve the right to withhold the Clients deposit at our discretion if we are unable to do so. If the **balance is paid** all monies from the Client shall be forfeit to F C Jones & Co (The Barns at Upper House) unless re letting is successful and the letting is approved by US

**There is a £35 admin charge for all cancellations at whatever stage the booking is cancelled.** We strongly recommend you take out **adequate insurance cover**, should you **for any reason cancel** or be unable to take your stay with us, be this due to weather conditions, war, riot, state of emergency, act of God, travel restrictions, fire, redundancy, breakdown of relationship, illness or death

**Noise Policy - We have a strict noise policy and don't allow loud music outside after 10.30pm. Please don't bring your own amplifiers or speakers, as only the speakers provided are permitted. Please keep music inside with windows and doors closed after 10.30pm** You must be considerate to the neighbours of the Property at all times and more specifically during the early hours of the morning and late evening

**Hot Tubs are Open between 10am – 10.30pm ONLY. Please do not use outside these times. The hot tubs are designed for 7 people at any one time. Full instructions are emailed to You (the lead guest) before arrival, and You are deemed the responsible person for the safe use of the Hot Tub during the course of Your stay. If due to misuse, failure to follow instructions or overloading of the hot tub we need to replace filters during your stay there is a charge of £85, and the hot tub will be closed during the re heat time.**

**Guests must top up the tubs after use – we will show you how**

**Electric Charging Points** – there are no charging points currently at The Barns. If you wish to use our domestic supply, please book your car in with us so we can reserve a parking space near the designated socket. Please

don't charge from bedrooms and living areas as this is a Health & Safety risk, and if it's raining property damage may occur. There is a £20 cost to charge on site or the nearest fast charge point is in Kington

**Hen or Stag party** – please discuss this before booking, we reserve the right **at any time** to refuse a booking deemed unsuitable for the property

**Pets – 2 pets** are welcome by arrangement and a £50 charge per animal. **Additional Pets** – please discuss this with us **before** booking. Dogs **must not be allowed to roam free outside the property in communal areas and must not be allowed to use the communal areas for fouling**

Our team will show you where you may walk your pets and Your pet must **not be left alone at the Property at any time**

The Barns are on a working farm and You must be mindful of other people and animals, including livestock, in the vicinity

**Housekeeping Bond (Damage or Breakages) held on a credit card is a requirement of your stay.** Bond is set at £600 each for the Mill and Stables. Card details are taken before the start of your stay, no money leaves your account. Charges will only be taken after discussion with yourselves, and we refund your deposit usually within 48 hours of departure. Small kitchen breakages are not charged but we ask for a contribution in an honesty box and a note so we can replace.

**CATERERS AND EXTERNAL SUPPLIERS** If you book a caterer not on our approved list, we must have their contact details and PL certificate before arrival. Without this information we may have to charge You for any breakages, missing items or damage

**Period of Hire & Departure** Period of hire begins at 4pm on the day of arrival and ends at 10am on the day of departure unless otherwise agreed. **To avoid cleaning charges, properties must be left clean and tidy with all waste bins emptied and furniture/beds returned to their original position. All washing up must be done and dishwashers emptied please. You may wish to use our Pack & Run Service- contact us for details.**

#### **Liability**

F C Jones & Co (The Barns at Upper House) shall not be liable to the 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. If the property the Client has booked becomes unavailable or unusable for some reason prior to the date of a booking, then F C Jones & Co (The Barns at Upper House) obligation will be to use their best endeavor to find a suitable alternative property or to reimburse the Client for any monies paid.

**Complaints** - Should You wish to make a complaint during the Rental Period, You should notify the property manager promptly, so that every attempt can be made to resolve the issue as soon as possible. Any unresolved complaint must be lodged in writing to Us within 14 days of the end of the rental period