

# Booking Terms & Conditions

Cherry Tree Barn @ Hazeland Lodge  
Hazeland Lodge, Hazeland, Bremhill, Calne, SN11 9LJ

## 1. CONTRACT

The Contract for a short-term holiday rental will be between the Barn Owners (referred to as "us" or "we") and the person making the booking and all members of the holiday party (referred to as "you" or "your") in the following booking conditions. The Contract will be governed by UK law. The contract of hire is not effective until we have processed the deposit/full payment (see section 2. Payment) and issued email confirmation of the booking. The contract will be subject to these booking conditions, and must be complied with. Notice can be served for breach of this agreement, and may be given during the Holiday Period by delivery into the property and shall be deemed to have been received upon the expiration of 24 hours after service. The party leader must be 18 years of age at the time of booking.

Subletting - The contract is between the Guest and Barn Owners. No subletting for part of the stay is allowed.

## 2. PAYMENT

Bookings will be confirmed on receipt of the booking form and a deposit of £100 per week or 25% of total booking value, whichever is greater. Email confirmation will be sent. The balance of the rental will be due for payment 60 days prior to the holiday commencement date and we reserve the right to cancel a holiday where payment has not been received 30 days before the commencement date. If the booking is made within 60 days of the holiday start date the full rental will be required. Once confirmation of booking has been issued by us, you are responsible for the full rental.

## 3. CANCELLATION

Cancellations must be immediately notified to us and confirmed by email. The booking deposit is non-refundable under any circumstances. If your cancellation falls within 60 days of your arrival date the full rental will be payable unless we are able to re-book the same period at the same price. We will make every effort to rebook the Barn. If you are unable to travel due to COVID restrictions, then we will look to move your stay to new dates in the first instance, but if you prefer to cancel, then your balance payment will be refunded.

## 4. CANCELLATION INSURANCE

Cancellation Insurance is not compulsory but we strongly recommend it.

## 5. CIRCUMSTANCES BEYOND THE CONTROL OF THE OWNERS (FORCE MAJEURE)

If for any reason we have to cancel your booking in advance due to circumstances beyond our control for example fire, flood, exceptional weather conditions, epidemics, destruction/damage to the property ("force majeure") or third party issues such as software malfunctions you will be refunded the full amount of the booking. If we have to terminate your holiday early for the above reasons you will be refunded part of the booking fee based on the time remaining of the booking. No additional compensation, expenses or costs will be payable.

## 6. ARRIVAL AND DEPARTURE TIME

Please do not arrive before 4pm on the arrival date, and please vacate your barn by 10am on the day of departure.

## 7. NUMBER OF PERSONS USING THE PROPERTY

Under no circumstances may more than four people plus one infant occupy the property. We reserve the right to refuse admittance if this condition is not observed.

## 8. LIABILITY

The use of the accommodation at the Barn is entirely at the users risk and no liability can be accepted for death, injury & loss or damage to users or their belongings. No responsibility can be accepted for loss or damage to belongings or vehicles.

## 9. CARE OF THE PROPERTY

You are responsible for the property and are expected to take all reasonable care of it. Please leave the Barn in the same state of repair, and in the same clean and tidy condition at the end of the rental period as at the beginning. You must not use the properties for any dangerous, offensive, noxious, noisy, or immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or other neighbouring properties. Smoking is not allowed in the Barn.

## 10. DAMAGES & BREAKAGES

You are legally bound to reimburse us for replacement, repair or extra cleaning costs on demand. However, we will not ask for reimbursement for items such as glasses which are broken during the normal course of your holiday just that you notify us so that we can ensure that the barn is fully equipped for the next guests.

## 11. BBQ

The BBQ is used at the guests own risk and children must be supervised by adults.

## 12. PETS

Unfortunately, we do not accept pets.

## 13. SWIMMING POOL

The swimming pool is unsupervised and is used at your own risk. Children must be supervised at all times. We accept no liability for any loss or injury.

## 14. RIGHT OF ENTRY

We 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.

## 15. COMPLAINTS

Every effort has been made to ensure that you have an enjoyable stay. However, if you have any problem or cause for complaint, it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you to return.