

OAKLOFT, REDHOUSE FARM, THORPE ROAD, WHISBY, LINCOLN LN6 9BT

## TERMS AND CONDITIONS

### APARTMENT OWNERS

The apartment owners are Mr & Mrs J Underwood, Redhouse Farm, Thorpe Road, Whisby, Lincoln LN6 9BT Telephone : 01522695513. E-mail : reservations@redhousefarmbnb.com

### Booking Terms and Conditions

Any reference to either 'us' or 'we' in these terms and conditions refers to the Apartment Owners. 'You' and 'your' are references to the person making the booking and all members of the booked party. We have laid out the terms and conditions of your booking as clearly as possible. Nothing in these terms and conditions affects your normal statutory rights.

### Making Your Booking

Once we have received your booking details and deposit we will, subject to availability, confirm your stay in writing by email. Your booking is not confirmed until you receive our confirmation. Please check all details carefully and let us know of anything in the documentation which appears to be incorrect within 24 hours of the date on the confirmation document. We cannot accept any liability for inaccuracies if they are not raised within this period.

### Number of persons

The number of persons staying at the Apartment must not exceed two adults. Number and names of people must be advised at time of booking and any changes to that must be agreed with us prior to arrival.

### Guests of Apartment renters

Guests of renters are not allowed on the premises under any circumstances. Only those people named on the booking form and agreed with us at the time of booking are allowed access to the Apartment and its facilities.

### Payment and Cancellation Policy

A non-refundable deposit of 50% of the booking price is payable via BACS transfer - we will notify our account details to you when you request a reservation. Please note that if a bank transfer incurs a fee - this would usually be from a non UK account - then the fee must be paid by the Property renter. We can only accept cheques from a UK bank account and only if we receive the payment a minimum of 3 weeks prior to your arrival date - ie short notice bookings must be paid by bank transfer not by cheque. The balance of your payment plus a security deposit of £100 is due by bank transfer 60 days prior to the date your stay commences. If you book with less than 60 days notice then full payment will be required at the time of booking. If we do not receive full payment by this time we reserve the right to treat your booking as cancelled by you. Once paid the balance is non refundable. If you need to cancel your booking please contact the owners at the earliest

opportunity in writing. We strongly recommend that you take out adequate insurance to cover you in the event of cancellation.

## **Special conditions relating to Corona Virus**

During the period of Government special measures relating to regulating the spread of Corona Virus (Covid19) the following conditions of staying with us will apply to all guests, until we deem it appropriate to alter them, based on Government guidance.

All guests must only travel to us for their stay if they:

- Are not exhibiting symptoms of Covid-19
- Have not been tested positive for Covid-19 within the last 14 days
- Are not self-isolating for symptomatic reasons
- Have not been knowingly in contact with a person who has been tested positive for Covid-19 during the previous 14 days
- Are not part of the 'Track and Trace' NHS system
- Have not been tested and are waiting results

Any guests that cannot comply with the above must not travel to us.

A postponement of your booking will be allowed for the next 12 months and you can re-book provided we have availability, extra costs must be paid if the new dates cover special events which sometimes carry higher room rates. A postponement is allowed if you provide us with evidence of:

- you have had a positive virus test result which prevented you from travelling to us in line with the above conditions.
- you have other documented evidence that you were instructed not to travel by the NHS or Government.

We will not be liable for any other costs or claims whatsoever from these actions.

All guests will immediately inform us and return home to self-isolate if, during their stay:

They exhibit symptoms of Corona Virus (Covid-19) or

They test positive for Covid-19 or They are informed that they have been in contact with a person who has tested positive for Covid-19 either informally or via the NHS Track and Trace system

In an exceptional circumstance and with our agreement only, guests who cannot immediately return home and stay in our accommodation to self-isolate on advice from the NHS will be responsible for all normal charges and costs for the accommodation and any loss of income incurred by us. They must also comply with the following:

All guests must stay in their property and not visit any public spaces

Guests must use local food delivery services only and advise them of their condition. All communications and checkout must be remote by phone.

There will be no property servicing or repairs unless in an emergency

Rubbish must be double bagged & placed outside the front door at a prearranged time.

There must be no outside visitors to the property other than medical personnel.

Guests must remotely contact us prior to checking out to provide an update on their condition.

If the fire alarm sounds, normal evacuation procedures must be followed, but the guest will isolate themselves from other guests at the car park assembly point.

Your full security deposit will be used to implement a stringent clean if an apartment is used for self-isolation.

In the event of self-isolation in any of our accommodation you will be liable for all costs incurred including loss of any bookings that occur after your booking that cannot take place.

We will not be liable for any costs or claims whatsoever arising from any of these actions.

**All guests must inform us if, within 14 days of their return home:**

They develop symptoms of Covid-19

They test positive for Covid-19

They are informed that they have been in contact with a person who has tested positive for Covid-19 either informally or via the NHS Track and Trace system

In the event that we have a confirmed or suspected case of Covid-19 in our accommodation then a special cleaning regime will be initiated after those guests leave. This may affect the arrival date of the next guests as a 72 hour gap between guests may be implemented.

We will refund pro-rata for any nights lost from your holiday.

In the event that you will lose a reasonably substantial part of your stay then we will offer a credit note valid for one year for a stay on an alternative available date.

We will not be liable for any other costs or claims whatsoever arising from these actions.

Security Deposit

The £100 security deposit is payable with your booking balance. It is held as security against the cost of any breakages, damages or extra cleaning caused to the apartment or its contents (internally or externally) by you or your party. Please note that damages caused to a higher value than £100 will be charged to you and payment must be made immediately. Additionally, should the apartment not

be left clean and tidy, as you found it upon arrival, a £70 fee will be deducted from the deposit to cover the cost of additional cleaning. Should there be no damage or breakages and the apartment is left as you found it then the full £100 will be refunded by BACS transfer within 7 days of your departure. Please note that this can take 4-5 days to appear on a non UK bank account. If you wish the money to be transferred on an expedited service (ie within 2 days) the additional bank fee will be taken from the security deposit and we will advise you of the amount prior to transfer. All bank charges on any refunded payments are born by you the customer.

#### Cancellation of Booking by us.

We will only cancel your booking if absolutely necessary. Should we have to do this in advance then we will refund the full amount to you. If we have to terminate your holiday after it has started then you will be refunded part of the booking fee based on the time remaining of the booked period. No additional compensation will be paid.

#### Arrival / Departure

You can arrive at the beginning of your stay anytime from 4pm onwards. You should vacate the apartment by 10am on the morning of departure. We ask that you do adhere to these times as we have a short space of time between guests arriving and departing and we need to ensure the apartment is ready for you or the next guests.

#### Accidents, injury and personal property

The owners shall have no liability to you for the death or personal injury to you or any member of your party. You must take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property.

#### Stairs

Please hold the handrail while traversing the stairs, wear sensible footwear whilst negotiating the stairs and landing. We advise against open toe shoes, flip flops, specialist sports shoes etc.

#### Outside Space

Guests are invited to use the picnic orchard, please remove all rubbish and place in bin provided.

Do not feed the horses or go in the horse paddock. Please be aware that the paddocks are protected by electric fencing therefore please do not touch the electric tape or lean over the wooden rails.

#### Parking

Guests have parking for 1 vehicle, you will be shown where the parking options are on arrival. Please be considerate and careful with your vehicle as we run a Bed & Breakfast here so other vehicles need to park too. Please drive slowly down the driveway at all times, no faster than 5mph.

Cars are parked here at your own risk.

Website and Advertising The owners aim to ensure that the information advertised on our own or any third party sites or adverts are accurate. Occasionally due to problems a facility or service advertised may be unavailable during your stay. We will aim to advise you of any such circumstance as soon as we are aware of it. Similarly we cannot be held responsible if local attractions or amenities over which we have no operational responsibilities become unavailable.

#### Keys

A set of keys will be given to you upon arrival. These MUST be returned prior to your departure. Lost keys will be charged for as will any costs to change door locks.

#### Pets

No pets are allowed in the apartment. This is non-negotiable. If a pet is found on the premises you will be told to remove it and any additional cleaning will be charged to you.

#### Supermarket deliveries

Supermarket deliveries are not allowed at the apartment.

#### Hybrid / Electric Cars

The charging of electric or hybrid cars is not allowed under any circumstances as the power supply to the apartment is insufficient.

#### Fireworks

Use of any fireworks is strictly forbidden. You will be told to vacate the apartment immediately if this is not complied with.

#### Smoking

The apartment is strictly non-smoking. Anyone found to be or have been smoking will be told to vacate the apartment immediately

#### Noise

We have a zero tolerance policy on late night noise. All outside or excessively loud music or other noise which causes a disturbance is prohibited. Also please respect the fact that this our home therefore what constitutes 'excessively loud' is determined by us.

#### Owner Access to the Property

The owner reserves the right to gain access to the property at any reasonable time during your stay. Wherever possible we will give you notice of this however occasionally we may need to enter without prior notification.

#### Cleaning on departure

You are required to keep the apartment clean and tidy and leave the accommodation as it was when you arrived prior to your departure. The only exception being that we will launder towels and bedding. Cleaning materials are provided. Bins should be emptied and recycling should be put in the correct areas outside. Should the apartment not be clean and tidy when you leave, as it was upon your arrival, we reserve the right to charge a £70 cleaning fee which will be deducted from your security deposit. For this reason, if when you arrive you are unhappy with the cleanliness of the property please let us know immediately so we can remedy the issue.

Please do not flush nappies, sanitary products etc down the toilet, please use the bin provided.

Please leave windows open on your departure to air the building unless it's raining.

#### Problems and Complaints

We can only deal with problems or complaints if you tell us about them so please contact us immediately should something arise which gives you concern. We will rectify any problem at the very earliest opportunity.