

The Granary, Larkbeare Grange, Talaton, Exeter EX5 2RY
Self-catering accommodation - Terms and Conditions

We hope very much that you will enjoy your stay and hope the points below are not too onerous!

1. THE CONTRACT

The contract entered into is between the owners of 'Larkbeare Grange' (referred to as 'us' or 'we') and all members of the holiday party ('you' or 'your'). The contract is not effective until the required payment has been received and confirmation sent from us to you. It is governed by UK law.

2. BOOKING

- Bookings cannot be accepted by persons under the age of 21 years or where the majority of members are younger than 21 years (except families).
- The number of persons occupying The Granary must not exceed six (including the sofa bed). Babies in a cot are not normally counted as members of a party.
- You will be responsible for all persons staying in The Granary and should ensure that they are aware of the booking conditions.
- We reserve the right to decline any booking or refuse to hand over a key to any person who has not complied with these conditions.

3. RESERVATION

- Provisional reservations can be accepted by telephone or email and must be confirmed within 3 days by payment of a 50% non-refundable deposit. The balance is due 4 weeks prior to arrival date.
- All payments can be made by bank transfer (sort 402030, account 92029588) or card payment over the telephone with us (there is a 2% charge for using a card).
- Bookings made within six weeks of the start of the holiday require payment in full at the time of the booking.

4. CANCELLATION

- Once a booking is confirmed you are responsible for the total cost of the holiday. 'Total' meaning both deposit and balance payments.
- In the event of cancellation by you we will endeavour to re-let the property and, if successful, may refund any monies paid less the deposit and a £25 administration fee.

5. CANCELLATION INSURANCE

We are unable to arrange Holiday Cancellation Insurance on your behalf. However, we strongly recommend that your own Holiday Cancellation Insurance is in place at the time of booking.

6. BOOKING ALTERATIONS

- Any change in holiday dates will be subject to our agreement.
- 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"), you will be refunded the full amount of the booking, including deposit. We will also do all we can to help you find alternative accommodation.
- If we have to terminate your holiday early for the above reasons you will be refunded part of the cost based on the time remaining of the booking. No additional compensation, expenses or costs will be payable.

7. DAMAGE, LOSS AND NUISANCE - you agree:

- That the supervision of children, babies and any adults requiring care remains your responsibility at all times.
- To be responsible for leaving the accommodation in good order and in a clean condition, otherwise a cleaning charge will be levied.
- Not to wear footwear with high/stiletto heels or anything which could damage the oak floors.
- To pay for any damage or loss however caused, excluding reasonable wear and tear, incurred during your occupation.
- Not to cause nuisance or annoyance to occupants of nearby properties.
- To allow reasonable access to the property by us if it is deemed necessary.
- That, in accordance with the no-smoking legislation, we are smoke free premises and smoking is not permitted.

8. DAMAGES & BREAKAGES

We believe in taking a reasonable position when it comes to any damage done, and will not charge you for the odd broken glass or plate. Accidents can happen, and if they do we don't want them to spoil your holiday. Therefore, we ask you to inform us of any incident, or if you find anything damaged upon arrival, at your earliest opportunity. For any significant damage or loss, you are legally bound to reimburse us for replacement, repair or extra cleaning costs on demand. This includes the possible loss of keys. Judgement of what is significant is at our discretion.

9. OCCUPANCY

- Arrival is any time from 4.00pm and it is always helpful if you can let us know in advance when you plan to arrive. Check-out is by 10.00am on the day of departure (the housekeepers have only a limited time to prepare the property for the next guests and we would ask you to respect this).
- There are 3 car parking spaces allocated to The Granary.

10. SERVICES

- All telephone calls you make using our landline during your stay are charged at cost plus 20%. We get a reasonably good mobile signal.
- Wi-Fi access is free of charge; however because of our rural location it can be intermittent and we only receive a limited bandwidth from BT. You agree to reasonable and lawful usage of this service.
- Linen for beds and bath & hand towels are provided (for your use only) and are included in the rental price. If you are bringing a dog we will provide a separate towel.
- Electricity, hot water and underfloor heating are included in the rental price.
- The bioethanol fire will be filled prior to your arrival; refills are available at £7 each.

11. DOGS

- We accept up to two dogs. There will be other guests (in our B&B), so please keep your dog(s) on a lead when around our B&B; this means keeping them on the lead when you first set out for your walk. They must not chase any livestock or wildlife. Please do not take your dog(s) into our fields when there are lambs. Do look at [The Countryside code](#).
- Dogs are not allowed in the bedrooms or on the furniture provided and must not be left alone. We will have to levy an extra cleaning charge if they have been on the beds or on the furniture.
- To avoid yellow patches on the lawns we provide you with "doggy rocks" to go in the water bowls. Please use these, they are not harmful to your dog but will protect our lawns.
- When you bring a muddy dog back from a walk, please clean them off using the outside tap/shower and the dog towel(s) provided. Please on no account use the towels provided for your use.

12. DESCRIPTIONS

We have taken all reasonable steps to ensure that the information contained in our brochures, websites, tariffs, leaflets, advertisements and any other form of promotional material is accurate. We reserve the right to alter, substitute or withdraw any service, facility or amenity.

13. LIABILITY

- We cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property and its plumbing, gas, electrical or otherwise, or exceptional weather.
- No responsibility is accepted for loss or damage of property, vehicles or vehicle contents belonging to you or any member of your party during the occupancy.

14. COMPLAINTS

We will make every effort to make sure that you have a wonderful stay at The Granary. However, if you have any problem or cause for concern or complaint, we ask you to contact us immediately to give us the chance to resolve it.

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