

TERMS & CONDITIONS OF BOOKING LODGES, COTTAGES & CARAVANS 2011 / 2012

1. ARRIVALS All bookings are from 15:00 on day of arrival, to 10.00 on day of departure. Please park outside the St. Tinney Arms and report to the reception upon arrival.

2. CONTENTS The hirer is responsible for the contents of the lodges and caravans whilst in their possession. All damages & breakages must be reported immediately, although we do not normally charge for small items.

3. OCCUPANTS The accommodation may be used only by the persons listed on the booking form. Under no circumstances should the maximum number of occupants, as stated on the tariff, be exceeded at any time during your stay.

4. CLEANING BEFORE LEAVING All accommodation and equipment must be left in a clean and tidy condition, including bathrooms; cookers; fridges; cooking utensils; crockery; cutlery, etc. Please report any breakages or missing items.

5. PARENTS & CHILDREN Parents are responsible for their children at all times. No child under 14 years of age is permitted to fish unless accompanied by a responsible adult. **No child under 16 must be left unattended** in a caravan or lodge at any time.

6. ANGLERS St. Tinney Farm Fishing Permits must be purchased immediately upon arrival, at **£15 per person, per week (or part week), per rod**. The fees cover the use of all four lakes. The coarse fishing lakes can only be fished, from dawn to dusk, by those staying at St. Tinney Farm. **Anglers must also be in possession of a Environment Agency Rod Licence**, (which can be obtained from a post office). Anglers must observe the fishing rules displayed at the lakeside.

7. BOOKINGS Provisional bookings are accepted by telephone or email, but **must be confirmed in writing within seven days, by returning the completed booking form and accompanied by a 25 % deposit, which is non-returnable**. The provisional reservation will not be held, if the completed booking form and deposit are not returned within seven days. Upon receipt of the completed booking form and deposit, St. Tinney Farm will send out an acknowledgement slip, confirming your booking.

8. BALANCES FOR ALL ACCOMMODATION MUST BE MADE NO LATER THAN 28 DAYS BEFORE THE COMMENCEMENT OF YOUR HOLIDAY. Failure to do so **WILL result in the automatic and immediate loss of your deposit and cancellation of your holiday**. We will endeavour to re-let your accommodation, however if we are unable to do so, you will still be liable to pay the outstanding balance. It is your responsibility to remember to pay the balance due. St. Tinney Farm will NOT send out reminders. **Payment of balance will not normally be acknowledged**, unless specifically requested. **If you would like receipt of your balance payment acknowledged, please enclose a stamped addressed envelope with your final payment.**

9. NO PETS of any form **can be accommodated and MUST NOT BE ALLOWED IN** any of our caravans or lodges **at any time, this includes any dogs that friends or family staying on the camping fields may have with them.**

10. FORGOTTEN ITEMS Visitors are requested to check all accommodation carefully before leaving, as the management cannot under-take to return any items that are left behind.

11. UNDER 21's & ALL MALE OR ALL FEMALE GROUPS We do not accept same sex (all male or all female) parties of more than 3 people, or by groups of under 21's.

12. ENTRY TO ACCOMMODATION The proprietors reserve the right to enter accommodation giving reasonable notice, or in the case of emergency.

13. OUTDOOR SWIMMING POOL The pool is open from the 26th May to the 8th September 2012, weather permitting (it will be closed in wet weather which may make the surrounding area slippery or at our discretion). Under 18's must be accompanied by a responsible adult at all times.

No food or drink may be consumed within the immediate pool area to comply with health and safety requirements.

14. DISPOSAL OF RUBBISH. All litter must be disposed of in the bins provided.

15. ACCESS & MOBILITY If you or a member of your party, have difficulty with mobility, or have specific access requirements, please let us know before making a booking and we will do our best to advise you on the suitability of our accommodation and facilities.

16. CANCELLATION YOU MUST NOTIFY US IN WRITING, IF YOU WISH TO MAKE A CANCELLATION. Please remember that when you make a booking, **you are entering into a legal contract**. If you have to cancel your holiday, we will make every effort to re-let the accommodation. If we successfully re-let the accommodation you will not be responsible for paying the balance. However, **if we are unable to do so**, you will be responsible for the **full cost of your accommodation**. When we acknowledge a booking, we will enclose details of a holiday cancellation plan offered by our insurers, which provides fully comprehensive cover for any holiday booked with ourselves. You can take out holiday cancellation insurance with any company, but **we strongly recommend that you seek cover of some form**. If St. Tinney Farm has to cancel a holiday booking for any reason whatsoever, compensation will be limited to the tariff price of the holiday.

17. LOSSES OR INJURY We formally disclaim any liability for losses or injury sustained by guests or their property, except where negligence is legally provable on the part of St. Tinney Farm.

18. FACILITIES, PITCHES & ACCOMMODATION Whilst every effort is made to ensure the availability of facilities, pitches & accommodation, the proprietors will not be liable for the non-availability due to circumstances beyond their control, or due to maintenance or breakdowns. Any breakdown of facilities, pitches, accommodation, utilities or equipment cannot be held to be the responsibility of the proprietors, but every effort will be made to make repairs or correct any faults as soon as possible. Maintenance, refurbishment, and improvements to the facilities, farm, pitches and accommodation, are carried out throughout the year and the proprietors will seek to ensure that guests are not inconvenienced.

19. FIRES, BARBEQUES & FIRE TORCHES ETC Lighting of open fires on the ground anywhere on the farm is strictly forbidden. The use of naked flame petrol or chemical fuelled torches or display batons of any form are strictly forbidden. Barbeques are permitted, provided they are used by adults and are not permitted to burn the grass, or equipment.

20. NO SMOKING POLICY Smoking is not allowed in any of our lodges or static caravans at any time.

21. WIRELESS INTERNET ACCESS Is provided at the farm free of charge, on a best endeavour basis, for use at your own risk. The user is bound by UK law and St. Tinney Farm accepts no responsibility for any loss or corruption of data or damage to equipment. No technical support will offered. The wireless signal does not reach the camping fields.

22. COMPLAINTS If you have a complaint about anything during your stay, **you must** let us know immediately by informing reception, and we will do our best to resolve any issue.

23. NO GENERATORS No generators of any kind are permitted to be used on-site at any time.

24. NOISE LEVELS & MUSIC We request that you respect the peaceful atmosphere of St. Tinney Farm and respect your neighbours' privacy throughout the day. Please ensure all noise is kept to a minimum after 10.00pm.

25. BEHAVIOUR Any person not adhering to any of the above Terms & Conditions, or causing offence to any staff or guests at the park will, at the discretion of the management, be asked to leave immediately. **No refund will be given. The decision of St. Tinney Farm Holidays on all of the above will be final.**