St. Tinney Farm Holidays – Terms & Conditions of Booking

1. ARRIVALS - All Cottage, Lodge & Static Caravan bookings are from 15:00 on day of arrival, to 10.00 on day of departure. Camping & Touring Pitch bookings are from 11:00 on day of arrival, to 10:00 on day of departure. Please park and report to the reception upon arrival. Those staying in Cottages, Lodges & Static Caravans will be asked for a returnable security deposit of £50 which will be taken by credit or debit card upon arrival.

2. CONTENTS - The hirer is responsible for the contents of the cottage, lodge or caravan while in their possession. All damages & breakages must be reported immediately, although we do not normally charge for small items.

3. OCCUPANTS - The accommodation or camping pitch 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 and booking form, 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 to Reception.

5. PARENTS & CHILDREN - Parents are responsible for their children at all times. No child under 16 must be left unattended on site, in a cottage, lodge, static caravan, tent, motor home or touring caravan at any time.

6. ANGLERS - All those wishing to fish at St. Tinney Farm, must purchase a Fishing Permit immediately upon arrival at £15 per person, per week (or part week), per rod. The fees cover the use of all five 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 minimum payment of £50 or 25% of the total booking fees (whichever is the larger amount) as 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, confirming your booking. If the start of your holiday is within 28 days of the time of booking, we will ask for immediate payment of the full amount of your holiday by credit or debit card.

8. BALANCES – If you only pay a deposit at the time of booking your holiday, you must pay your outstanding balance 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.

9. NO DOGS OR OTHER PETS – We do not allow dogs or pets of any form in any of our lodges, cottages, static caravans or on our camping fields at any time. This includes any dogs that friends or family may bring with them, if they are visiting you during your stay.

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

11. UNDER 18's & ALL MALE OR ALL FEMALE GROUPS - We do not accept same sex (all male or all female) parties of more than 3 people, unless they are made up of same sex couples, or by groups of under 18's. St. Tinney Farm reserves the right to decline any bookings.

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 until the 28th May to 2nd September 2016, weather permitting (it may be closed in wet weather if the surrounding area becomes 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. This is for your safety and to comply with health and safety requirements.

14. DISPOSAL OF RUBBISH - Please dispose of any litter 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. 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 - While 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, CANDLES 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, wooden outdoor furniture or other equipment.

20. NO SMOKING POLICY - Smoking is not allowed inside any of our cottages, lodges or static caravans, or in the communal areas of the shower block, bar or swimming pool 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, your IP address will be logged and by using the service you agree to be bound by its Terms & Conditions. No technical support will offered. The wireless signal does not reach the camping fields.

21. COMPLAINTS - If you have a complaint or are unhappy about anything during your stay, please 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. NO COMMERCIAL OR COMMERCIALLY DERIVED VEHICLES ALLOWED – We ask that no commercial or commercially derived vehicles are used on our camping fields, or are used as a form of accommodation on site.

25. 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.

26. 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.

27. NO CHARGING OF ELECTRIC VEHICLES – Please do not charge electric cars or vehicles from any power point without express permission from the management.