

## TERMS & CONDITIONS OF BOOKING LODGES & STATIC CARAVANS

**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.

**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. BALANCE** The balance of monies due **must be paid 28 days before the start of your holiday. Failure to do so WILL result in the loss of your deposit and cancellation of your holiday.** 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.**

**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 22<sup>nd</sup> May to the 11<sup>th</sup> September 2010, weather permitting (it will be closed in wet weather or at our discretion). Under 18's must be accompanied by a responsible adult at all times.

**14. DISPOSAL OF RUBBISH** All litter must be disposed of in the bins or recycling 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.

**Our on-site club bar (the St. Tinney Arms) and shop are open from the 21<sup>st</sup> March until the beginning of November. The games room is open all year round** and contains a pool table, juke box and games machines.

**19. FREE PONY RIDES** Pony rides around our sand school riding ring are offered for young children, on Monday, Tuesday & Thursday from Easter until 29<sup>th</sup> May & from 11<sup>th</sup> Sept. until 31<sup>st</sup> October. **weather permitting, (weight limit 6 stone).**

**20. 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.

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

**22. INTERNET ACCESS** Is provided at the farm, 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.

**23. 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.

**24. 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.**