



Wallace Lane Farm

Self-Catering Cottages, Lodges & Campsite

Terms & Conditions

Bookings

A deposit of 50% is required at the time of booking and accommodation cannot be reserved without a deposit. The full balance must be paid 4 weeks before arrival. All bookings made within 4 weeks of the arrival date are to be paid in full at the time of booking.

Cancellations and Refunds

- 1) Cancellations 42 days before the arrival date will be refunded in full less an admin fee of £10 and any third-party fees incurred.
- 2) Cancellations made between 42 and 28 days before the arrival date will be given a refund of the monies paid less the deposit (50% of total cost of booking)
- 3) Cancellations made less than 28 days before the arrival date will have no refund and the full balance due will be payable.

Transfers

Bookings can be transferred to a third party subject to all our terms and conditions, however we must be informed of the Name and address of the new guests.

Re-letting

When a cancellation takes place, we will make all reasonable effort to relet the property/pitch you booked and if successful in re-letting we will refund the booking costs to you to the value of the monies secured in re-letting less a 20% (or minimum £10) admin fee.

Force Majeure

The proprietors are not liable for refunds or expenses you incur in the event they are prevented from fulfilling your booking because of circumstances beyond their control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, or such other events.

Day of Arrival (Check in)

Below is a list of arrival times you have agreed when booking a pitch or accommodation. However, we cannot guarantee hot tubs are ready to use on arrival, this is due to strict cleaning and refilling requirements.

Accommodation Type	Arrival Time	Approx. Hot Tub Ready Time
Lodges/Glamping Hut	3pm – 9pm	5pm
Cottages/Apartments	3pm – 9pm	5pm
Pitch	1pm- 9pm	n/a

Day of Departure (Check out)

Below is a list of departure times you agree when booking a pitch or accommodation. It is important that guests understand departure times are important in order to allow us to prepare for the next guests. Any late departures will be charged a fee to cover the costs of paying staff to work late and possible compensation to our next guests.

Accommodation Type	Departure Time	Late departure Fee
Lodge/Glamping Hut	10am	Initial Fee £20 + £10 per 30mins
Cottages/Apartments	10am	Initial Fee £20 + £10 per 30mins
Pitch	12pm	Initial fee £10 + £5 per 30 mins

(Late departures may be arranged in advance with management/owners depending on business needs)

Cleaning of Accommodation

It is the responsibility of the lead guest to ensure they leave the accommodation as clean and tidy as they found it on the day of arrival. You accept by booking your accommodation that there will be an extra cleaning charge if the property requires extensive cleaning in preparation for the next guest. The charge will be the cost of paying staff to work longer plus 20%.

Damages/Loss of Keys & Property

When you book your stay, you are agreeing to treat all our accommodations and contents with care. Guests will be billed for loss or damage of Keys and Property. The charges will be: -

- **The Cost of replacing items lost or damaged, call out/Fitting (If required), Delivery (If required) +£20** administration charge.
- (Any loss of income may also be added as a cost)

Curfew & Noise

A curfew policy applies throughout the entire site. When booking your stay, you agree to adhere to our policies and site rules. This will ensure all guests are given the opportunity to enjoy their stay.

- Loud music or other noise must not be produced on the site at any time.
- 9pm is time to quieten down, no raised voices and noise kept to a minimum.
- 11pm no noise unless unavoidable.

Complaints made about noise will be discussed with those responsible to ensure everyone's enjoyment of our site. If we have to intervene or ask more than once for a guest to be quiet, they will be asked to leave the site with no refund or compensation.

Hot Tubs

Our lodges and cottages have hot tubs for the private use by our guests. However, they are easily damaged when mistreated. During your stay you will be responsible for the Hot Tub you use. If you damage any part of it, you will be charged as outlined in the above section regarding damages.

If the hot tub provided for your use does not function which management deem no fault of your own, you will be compensated 20% off your next booking and £10 per day for the remainder of your stay.

Hot tub guidelines and rules are posted next to each hot tub and in your welcome book located in the properties.

Dogs/Pets

The lead guest who made the booking must accepted full responsibility for any animals brought and their actions, including but not limited to the following: -

- 1) Pets must not be left unattended in any accommodation or allowed on the furniture at any time.
- 2) Dog waste must be cleaned up and disposed of in the waste bins provided.
- 3) The pet owners are responsible for their pet's behaviour including harming any individual, other animals or damage to property. The lead guest making the booking will be held responsible.
- 4) The owners must ensure that pets do not cause unreasonable noise or nuisance to annoy other guests.

If complaints are raised due to noise from pets, guests may be asked to leave the site without refund of any monies paid.

Fire pits and BBQs

These are available for hire at the shop. After use, please put waste burnt material in the metal bins provided (Not the Non-recycling bins) clean and return them to the shop.

Waste disposal and Recycling

The waste disposal area is clearly marked and there are separate bins for, Cardboard and Paper, glass metal and plastic and General non-recyclable waste. Please re-cycle where possible and do not put plastic bags and other general waste in the re-cycling bins.

A disposal drain is provided for chemical waste water from caravans and camper vans. This is at the side of the car park. Do not empty chemical waste into any other drain.

Campers who leave tents and other camping equipment on site or in the waste disposal area will be charged £20 to cover the cost of disposal.

You are asked not to put Nappies, Sanitary wear or baby wipes down the drains as they cause blockage which is unpleasant for all.

Road safety

There are often many children on the site as well as adults and animals. Please drive at a maximum speed of 5 mph. and take extra care when reversing caravans and campervans.

Country Code

You are welcome to walk with your dogs round the fields of the farm. For your convenience a path is marked but please close all gates after you as there are often sheep, horses and other animals.

In fields Where there are animals, please keep dogs on a lead. However, if you take dogs into fields where there are cows, please be careful as cows often pursue dogs. If this happens let the dogs go or you may get trampled. Loose dogs will escape the cows.

Travel Insurance.

Visitors are advised to take out travel insurance so that costs can be recovered should they need to cancel their holiday or incur any insurable loss.