

## **Booking Terms & Conditions**

- 1 A 50% deposit is required on booking and is payable within one week of making the reservation.
- 2 By making a booking, acceptance of these booking terms is agreed.
- 3 Payment of the balance is due one month before arrival. Late payment will incur interest at 2% and will automatically be added to the balance after the due date.
- 4 A single payment for the total amount of the booking is the responsibility of the person making the booking. The person named making the booking is responsible for any damage charges incurred during the dates booked.
- 5 Online bookings are provisional until confirmed as definite by us.
- 6 In the event of a cancellation 8 weeks minimum before arrival, if we are able to re-let the accommodation we will refund the deposit less a £95 administration charge. No refunds are offered for cancellations made less than 8 weeks before arrival.
- 7 Damage deposit: A damage deposit is an additional charge made at our discretion and added to the final balance one month before arrival. This amount will be refunded within two weeks of departure if no damage to the property or its contents has occurred. This includes extra cleaning charges where the accommodation has not met a reasonable standard of cleanliness on departure.
- 8 All the accommodation is strictly 'No Smoking', except outside.
- 9 The number of persons stated when booking shall not exceed those staying. **Strictly no day or evening guests on site except by prior arrangement.**
- 10 Reasonable access to the properties must be allowed at all times to the owners and their representatives. Improvements and maintenance are carried out to the hot tubs, grounds and properties throughout the year and we do our best to ensure guests are not inconvenienced. This may result in hot tub closure at times, for cleaning and maintenance.
- 11 Cars are parked at owners' risk.
- 12 Personal belongings are the responsibility of each member of the party. We accept no liability whatsoever for any accident, loss or damage to your property unless it is demonstrably due to our negligence. We cannot be held responsible for failure of water and electricity supplied or any disturbance that is beyond our control.
- 13 **No outside caterers, spa therapists or activity companies on site other than bookings through Meare Court Farm/ Somerset Country Escape – as listed on our web site.**
- 14 Check in is from 3pm and checkout by 10am Monday to Sunday inclusive. Check in on Sundays is from 5.30pm. **Late checkout after 10am is charged at £10/hour per property, except at Meare Court £15/hour**
- 15 Prices are correct at date of publication and are subject to alteration without prior notice, with the exception of confirmed bookings. This

also applies to all Spa, catering and activities bookings.

- 16 We request that noise is kept to a minimum outside all the properties and that all these areas including the garden and picnic tables are vacated by 10.30pm. Excessive noise can be offensive to other guests staying nearby and complaints regarding noise may result in an extra charge.**
- 17 Use of Facilities:** The outdoor hot tub is for exclusive use of guests staying at Meare Court only. The Spa Room is for exclusive use of guests staying at The Old Mill, The Granary, The Barn only. Both are open daily from 9.30am to 7pm. These areas may be closed without prior notice for maintenance / health and safety reasons. No alcohol food or drink allowed at either hot tub.
- An induction form must be signed by one of the occupants of the property, before using these facilities, with responsibility for all guests at that property, for the duration of their stay.**
- 18 We request that noise is kept to a minimum, please respect other guests when using gardens and facilities.**
- 19 No inflatables or paddling pools allowed to be brought by guests.**
- 20** Sorry we do not accept pets at any property except guide dogs.
- 21** There is no access for guests and we have a 'No Entry' policy to the farm buildings and farm working area for health and safety reasons.
- 22** We ask that Chinese Lanterns are not released as they pose a serious risk to farm animals and crops.