

Reservations/bookings are accepted by South Torfrey Farm Ltd (STF) only on the conditions shown on the Booking Form together with the following Booking Conditions.

- The booking contract shall be between the person named on the Booking Form (the Applicant) and STF.
- The Applicant will certify that he/she is authorised to complete the Booking Form on behalf of all the persons who will occupy the property, and that all in the party, with the exception of infants, are aware of the Booking Conditions.
- Bookings will only be accepted on receipt of a non-refundable deposit of one third of the total holiday cost using a debit or credit card. The balance is payable in full 8 weeks before the start of the holiday. If the final amount is not paid on the due date STF retains the right to advise the Applicant by Recorded Delivery that his booking is cancelled and that he/she remains liable for the full amount of the final payment. In event of a re-let, monies paid by the Applicant over the original deposit shall be refunded.
- Details of each cottage clearly indicate the maximum number of guests. Exceeding this number without prior agreement with the owner constitutes a breach of contract, and STF has the right to terminate the booking forthwith and all monies paid by the Applicant will be forfeit.
- Cancellation: it is a condition of acceptance of the booking that the whole charge is payable whatever the circumstances of the cancellation. It is strongly advised that private holiday cancellation insurance is arranged by the Applicant when booking the holiday. In the event of cancellation details must be sent to STF in writing immediately, so that the holiday may be re-advertised. In the event of re-let, payment above the 30% deposit will be refunded.
- Pets are welcomed in all properties. They are accepted subject to their owner accepting liability for any damage they may do and on condition that they will not be left unattended in the property. Pet owners are expected to bring suitable bedding and feeding bowls for their animals and restrict their pet's access to the living areas only.
- The use of amenities provided by STF - swimming pool, sauna, games room, hobby farm and play area - is entirely at the users risk and no responsibility can be accepted for any injuries to persons who use them. Likewise, except in respect of death or personal injury caused by negligence of STF, the Company will not be liable for any accident, damage, loss, injury, expense or inconvenience to person or property which the Applicant or any party member may suffer arising out of, or in any way connected to the letting howsoever caused.
- STF reserves the right to refuse any bookings or cancel any bookings already made subject to refunding any sums already paid without any further liability.
- STF reserves the right to terminate the holiday if the Applicant or members of the party are believed to be causing a nuisance to other guests or are not treating the property with due respect.
- The property will be ready at 4pm on the day of arrival and we ask you to vacate by 10am on the morning of departure.
- It is requested that breakages or damage is reported so that items may be replaced or repaired.