

Polhilsa Farm

TERMS OF BUSINESS – Bed & Breakfast

- Full payment of the first night's accommodation will confirm accommodation bookings. Alternatively credit card details may be left as a form of deposit. Unless requested otherwise, the first nights accommodation will only be taken if guests cancel or do not arrive.
- Bookings made on-line through the Farm Stay UK website will be subject to a flat rate deposit of £25. The remaining balance will then be paid direct to Polhilsa Farm at the time of your stay.
- If a deposit is not received within 7 days of booking, rooms may be re-let.
- In the case of late bookings, deposit arrangements will be confirmed with individuals.
- Deposits are non-refundable unless the room is re-let.
- Guests are responsible for organising their own holiday insurance if required.
- Guests are responsible for the security of their personal belongings – no liability is accepted by the owners.
- Accommodation will be ready for occupation from 4pm on the day of arrival.
- Guests are requested to vacate rooms before 10am on their day of departure, unless alternative agreement has been made.
- Cancellations within 10 days of arrival date will be subject to full charge unless accommodation is re-let.
- Pet Owners agree to abide by the Doggy Code of Conduct as detailed on the Dog Friendly Holidays page <http://www.polhilsa.co.uk/dogfriendlyholidays.php>.

TERMS OF BUSINESS – Self Catering

- A deposit of 25% of the full tariff will confirm the booking. Alternatively credit card details may be left as a form of deposit. Unless requested otherwise, the first nights accommodation will only be taken if guests cancel or do not arrive.
- In the event of cancellation, deposits are non-refundable unless accommodation is re-let.
- The remainder of the balance must be paid at least 14 days prior to arrival.
- For late bookings (less than 14 days prior to arrival), full payment will be payable on booking.
- Self catering accommodation will be ready for occupation after 4pm on day of arrival.

- Guests are requested to vacate property by 10am on day of departure, unless alternative agreement has been made.
- Any damages, loss or breakages connected to the property must be reported and paid for.
- Guests are responsible for organising their own holiday insurance if required.
- Guests are responsible for the security of their personal belongings – no liability is accepted by the owners.
- Guests are responsible for leaving the property in a clean and tidy state.
- No refunds will be given unless accommodation is re-let
- Pet Owners agree to abide by the Doggy Code of Conduct as detailed on the Dog Friendly Holidays page <http://www.polhilsa.co.uk/dogfriendlyholidays.php>.

THE COUNTRYSIDE CODE

- Leave no litter.
- Fasten all gates.
- Guard against all risk of fire.
- Keep dogs under proper control.
- Keep to paths across farmland; or walk as close to the hedge as possible
- Avoid damaging fences, hedges, walls, animals or crops.
- Safeguard water supplies.
- Protect wildlife, plants and trees.
- Go carefully on country roads.
- Respect the life of the countryside.