

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.

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

In addition to the above Terms of Business, the following points also apply to our B&B and Self Catering accommodation with specific reference to COVID – 19:

- In the event of the Covid 19 situation deteriorating, we reserve the right to cancel bookings in order to safeguard guests, employees, our family and our community. Any deposits will be repaid should this occur. We will not be liable for finding alternative accommodation or for compensation for the stay.
- Any guest displaying symptoms of COVID -19 prior to arrival should not travel.
- Should a guest develop symptoms during their stay, they must inform the proprietors immediately. Guests must self-isolate to minimise any risk of transmission, and request a test. If confirmed to have Covid-19, guests must return home if they reasonably can. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange private transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests must follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. Guests who become symptomatic and are forced to stay longer than the confirmed booking may be liable for extra nights together with any other expenses incurred by the owner.

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.