

Term & Conditions

Large print version

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We don't like writing terms and conditions, and we know you don't like reading them, but they're here for a reason, and that's to protect both you and Hoe Grange Holidays.

So, make yourself a cup of tea (or coffee) and take the time to read our small print. If you have any further questions on our Terms and Conditions, please don't hesitate to contact us.

1. Terms and Conditions

Terms and conditions apply to Guests and all members of their party (including any day visitors, who must be pre-approved with Owners). It is the Guests' responsibility to ensure that each member of their party is aware of and accepts the Terms and Conditions and the obligations contained therein. The Owners reserve the right to cancel a booking without compensation or refund should Guests not comply with any of the Terms and Conditions outlined below.

2. Arrival and Departure

Holiday bookings for cabins usually start on a Friday or a Monday, for either full weeks or short breaks, glamping pod holidays can start on any day of the week. In order to prepare the cabins/pods between Guests, we ask that you arrive after 3.00pm and leave by 10.00am on your departure date.

Occasionally extensions to departure time can be accommodated by prior arrangement. If you are bringing horses you may arrive earlier in the day to ride, sort out your tack and settle your horses in the grazing paddocks, although access to the cabins/pods will not usually be possible until 3.00pm.

3. Bookings/Payment

All bookings must be made by people aged 18 years or over. Initially bookings may be provisional - by telephone, or e-mail. No booking is confirmed until a non-refundable deposit of £150 per cabin per week or £100 per pod has been received. For 1 night stays in the pods full payment is due at time of booking.

When you submit a booking via the online reservation system you will receive an automatically generated booking summary by e-mail to the e-mail address you provide on the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or e-mail.

Payment can be made by BACS, or cheque payable to ***Hoe Grange Holidays***. We also accept credit/debit card payments over the phone or online. **Please note until January 2018 there will be a charge for credit card transactions, on a percentage basis,** but no charge for debit card transactions. Prices are inclusive of VAT.

The remaining balance payment will be due 6 weeks before the holiday date. Please note you may lose your booking and deposit if the full balance is not received as stated.

For late bookings (within 6 weeks of holiday date) payment is required in full at the time of booking. The price includes all heating, electricity, bed linen, bath and hand towels, tea towels, some additional facilities (see section 6 below), basic cleaning materials, washing up liquid and dishwasher tablets where appropriate.

4. Cancellations

If you have to cancel please inform us immediately and we will attempt to re-let the cabin(s) and return your balance payment up to the value achieved by re-letting, less a £25 administration fee, (your initial deposit is non refundable). If the booking is cancelled within the six week period and the balance remains unpaid we reserve the right to charge you for the outstanding balance. If re-letting is not possible, all monies which have been paid will be forfeited.

In the event of Guests being unable to travel to Hoe Grange due to severe weather conditions a refund will not be given, therefore, a CANCELLATION PROTECTION INSURANCE IS RECOMMENDED, and is available at the time of booking. You may not under any circumstances transfer your booking to anyone else without prior consent.

Following your booking, in the unlikely event of your cabin(s)/pod(s) becoming unavailable due to circumstances outside our control, every effort will be made to provide alternative accommodation at Hoe Grange or nearby self-catering accommodation, or alternatively a complete refund will be paid including the deposit.

The Owners do not accept responsibility for breakdown in public or local supplies, including water or electricity, nor any claims against inconvenience caused by such incidences, or by building works that may be deemed as necessary. In the case of any breakdown Guests are asked to notify the Owners immediately. We will endeavour our best, in conjunction with the service company concerned, to correct the fault as soon as possible.

In the event of a national or local disease epidemic, whether human or animal, the Owners reserve the right to cancel any booking at any time. In such cases a full refund will be given.

The Owners retain the right to refuse to hand over the cabin/pod to a Guest, or repossess holiday accommodation if it is reasonably believed that any damage is likely to be caused, or can also repossess the cabin/pod if damage has already been caused. No refunds will be given in these circumstances.

Any complaints must be made known to the Owners immediately. No complaints will be entertained after the end of the hiring period or after the Guest has departed.

5. Safety

Hoe Grange Holidays has a no smoking policy inside all accommodation. Smoking is prohibited in and around the farmyard and barns, but is allowed on the decking areas by the cabins/pods. Deep fat fryers & chip pans are prohibited.

Please ensure that children are not allowed to wander around the farm unsupervised. Hoe Grange is a working farm and can be very dangerous; watch out for tractors and cattle being moved in and around the farmyard; animals can be unpredictable. For personal safety it is especially important that children do not climb on the hay barns or stone walls.

Guests may not bring any personal shotgun or firearm to Hoe Grange under any circumstances or for any reason whatsoever.

Guests may be asked to leave immediately if their conduct is considered to infringe the Owners' Terms and Conditions/rules or is likely to impair the enjoyment, comfort or safety of other guests and/or staff. No refunds will be given in these circumstances.

If Guests or any member of their party has or has just had an infectious or contagious medical condition the Owners have the right to refuse to accept the booking, cancel the holiday or ask the Guest to leave Hoe Grange immediately should it be considered necessary, to protect the health of other guests and/or staff. The Owners should be informed immediately should any condition develop within four weeks of arrival date, or during the holiday at Hoe Grange.

6. Additional Equipment

Travel cots, and highchairs, Oxford Advance mobile hoist, electric profile beds, rise and recline armchairs, high back/seated armchair, mobile shower chair, static shower stool, bath board & bath seat, toilet seat riser, bed rail, bed blocks, perching stool, portable door chime, portable hearing loop, portable, flashing fire alarm, walking

frame, monkey pole, foldable wheelchair are available upon request at no additional charge and are used at your own risk. These items must be booked in advance. Please note Guests need to supply their own bedding for cots and their own sling for the mobile hoist. Our Boma 7 off-road wheelchair is available for hire at extra cost.

Hot Tubs

Hot tubs are used at your own risk. Children under 16 must be supervised and no children under 5 will be permitted to use the hot tub. The hot tubs will be checked regularly by the management to ensure water quality, but guests must observe the "Hot Tub Rules" displayed in the cabins.

In the event of the water becoming unsuitable for use due to non-observation of these rules the hot tub will be drained and switched off, or may be refilled with a fee of £25 being applied.

The use of the hot tub will be withdrawn at any time if users are causing disturbance to other guests. Due to maintenance or repair of the hot tub no refund will be given if it is unavailable for use.

7. General

The number of persons occupying the cabins/pods must not exceed that stated at the time of booking, unless agreed previously with the Owners. Sub-letting of the cabins/pods is strictly prohibited.

The Owners cannot accept responsibility or liability for loss or damage to Guests' property, or for personal injury or horse injury, or damage to bicycles, cars or horseboxes/trailers parked at Guests' risk.

The Owners reserve the right to have access to the cabins/pods at all reasonable times without permission. Prior notice will be given to guests whenever possible.

The Owners endeavour to maintain high standards of comfort and cleanliness at all times. The Guest must therefore undertake to keep all furniture, fittings and effects in the same good condition as they were found. If extra cleaning is required after departure it will be charged to the Guest.

All damage must be reported to the Owners as soon as possible. Accidental damage or breakage of a minor nature will not normally be charged for, but the Owners reserve the right to charge for any non-trivial damage, losses or additional cleaning required howsoever caused. Immediate payment from the Guest is required to cover any such costs.

Mobile phone reception is variable depending on the service provider. No medical facilities are available on site so in case of emergency there is a public pay phone in the farmhouse (available 24 hours). Free Wi-Fi is available, but not 100% guaranteed. Those using Wi-Fi must agree and sign the Hoe Grange Holidays Public Wi-Fi Access Terms & Conditions.

Please do not feed any of our animals as they are all on controlled diets and it encourages them to pester other guests, who may be frightened by dogs or farm animals.

8. Pets

We regret that in the interest of future Guests pets are not allowed in Daisybank cabin or Skylark pod, with the exception of assistance dogs. Dogs and pets are accepted in Hipley, Pinder and Rainster cabins (2 dogs) and Swallow pod (1 dog) by prior arrangement. The Owners reserve the right to charge a refundable damage deposit/bond for pets, (not applicable to registered assistance dogs).

Pets are not allowed on furniture, beds or chairs and any damage caused, or additional cleaning required will be charged to the Guest. Pets must not be left unattended in the cabin/pod at any time, and must always be kept under control, particularly around the farm yard & animals. Failure to meet this condition will be treated as "cancellation".

It is the pet owner's responsibility to clear up all fouling immediately, as this can be a danger to children.

