

General Terms and Conditions



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1. Terms and Conditions (updated 27th March 2020)

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 and gypsy caravan 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 25% deposit has been received. Note there is a minimum deposit of £100 per pod or £75 per caravan (for 1 night stays in the pods/caravan full payment is due at time of booking).

When you submit an online booking 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 only arises when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or e-mail.

Our preferred method of payment is by BACS bank transfer. We also accept credit/debit card payments or cheques payable to Hoe Grange Holidays Limited. 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

These cancellation terms were updated on 27th March 2020 and do not apply to bookings made before that date. They only apply to holidays with a check in date after 1st June 2020.

Guests may cancel a booking at any time up to 2 days before arrival for any reason and receive a full refund.

Only accommodation costs are refunded. Additional extras, including but not limited to, taxes and other ancillary charges, such as horse stabling/grazing, hot tubs and Boma hire etc. may not be refunded.

Refund payment for cancelled bookings will be released back to you on the scheduled date of check-out of the original booking.

Cancellations made 2 days or 1 day prior to, or on the day of check-in will not be eligible for refund. Example: For a check in on Friday, Guests could cancel the prior Monday, Tuesday, but not Wednesday (2 days prior) or Thursday (1 day prior) or Friday (day of check in).

You may cancel your booking by simply notifying us (Hoe Grange Holidays) that you wish to do so at least 2 days prior to the arrival date, by email or phone.

You may not under any circumstances transfer your booking to anyone else without prior consent.

Following your booking, in the unlikely event of your accommodation 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 try 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.

The Owners retain the right to refuse to hand over the cabin/pod/caravan to a Guest, or repossess holiday accommodation if it is reasonably believed that any damage is likely to be caused. Owners can also repossess the cabin/pod/caravan 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 Guests have 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 outside the cabins/pods. Deep fat fryers & chip pans are banned.

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, including animals, has or has just had an infectious or contagious medical condition the Owners have the right to refuse 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, mobile hoists, 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 and adult mountain bicycles are available upon request at no additional charge, but 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 wheelchairs, electric bikes, pizza oven and log-fired hot tub are available for hire at extra cost.

Hot tubs

Hot tubs are used at your own risk. Children under 16 must be supervised and children under 5 are not permitted to use the hot tub. The hot tubs will be checked regularly by management to ensure water quality is maintained, 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 others, or causing damage. If unavailable for use due to maintenance or repair no refund will be given.

7. General

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

Day visitors are permitted, but to preserve the peaceful surroundings for other guests, are limited to 4 per day in the cabins and 2 per day in the pods, unless otherwise agreed with management beforehand. Any day visitors must not use the play area, hot tubs, showers or baths and must leave the site by 10pm.

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, including the use of any onsite car charging facility.

The Owners reserve the right to have access to accommodation 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 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.

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 to the Hoe Grange Holidays Public Wi-Fi Access Terms & Conditions.

8. Pets

In the interest of future Guests with allergies, pets are not allowed in Daisybank cabin, Skylark pod or Rose Hip Gypsy caravan with the exception of assistance dogs.

Dogs and pets are welcome in Hipley, Pinder and Rainster cabins and Swallow pod by prior arrangement. The Owners reserve the right to charge a refundable damage deposit for pets.

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 farmyard & animals. Failure to meet this condition will be treated as "cancellation".

It is the pet owner's responsibility to clear up all fouling before departure.

9. Horses

There are additional Terms and Conditions for bringing your horse on holiday.

Queries

If you have any questions regarding our Terms and Conditions please call us on 01629 540262

or e-mail info@hoegrangeholidays.co.uk