

# Terms and Conditions

V3 09/20

Henwood Barns  
Henwood  
Liskeard  
PL14 5BP

## Agreement

These Terms and Conditions are published on our website and attached to booking confirmation. The making of a booking will form an agreement on these Terms and Conditions between the Guest and Henwood Barns Ltd for the holiday rental of the Accommodation. Henwood Barns Ltd permits the guest to occupy the Accommodation for the period shown, together with the use of contents in the Accommodation.

## Booking and Payment Terms

A non-refundable deposit of 30% is required at the time of booking, or full payment if less than 6 weeks before date of stay.

Full payment is required 6 weeks prior to the start of your holiday. (This may be reduced to 3 weeks at the discretion of Henwood Barns Ltd) Failure to send the balance by the date specified on booking confirmation will be viewed as a cancellation and the deposit will be retained.

The total price of your booking will be set out in your confirmation of booking and will comprise the deposit paid and any balance outstanding with a payment before date.

Payments can only be accepted in pounds sterling and made using BACS transfer or via the online payment system.

## Cancellation

If you need to cancel your booking you must notify Henwood Barns Ltd in writing immediately. In the event of a cancellation you will still be liable to pay the total amount due. If the cottage is subsequently re-let for the period you booked then 75% of the total will be refunded. You are advised to take out holiday insurance to cover for this eventuality.

## Covid 19

If your booking has to be cancelled due to government enforced restrictions, alternative dates will be offered subject to availability. If crossing different pricing bands additional charges may be payable. If alternative dates cannot be accommodated then a refund will be given at the discretion of Henwood Barns Ltd.

Henwood Barns Ltd has risk assessed operating procedures and implemented a rigorous cleaning regime to ensure guest/staff safety. Full risk assessment available on request. Guests must not travel if experiencing symptoms of Covid 19.

## Check In/Check Out

Cottages are available for check in after 5.00 pm on the day of arrival but not after 8.00 pm without prior arrangement.

Guests will be issued with 1 set of keys for the accommodation, if lost a charge of £10.00 per set will be made.

Cottages must be vacated by 9.00 am on the day of departure and keys returned.

## Occupancy

Occupancy is limited to the number of guests stated on the website or confirmation of booking, unless a different number is agreed either at the time of booking or subsequently with Henwood Barns Ltd.

Over occupancy during the rental period is considered an infringement of the terms and conditions. Any additional guests may be negotiated during the stay, but this is at the discretion of Henwood Barns Ltd. Additional charges may be applied.

Guests must not use the accommodation except for the purpose of a holiday and only for the duration stated.

## Right to Refuse/Alter

Henwood Barns Ltd reserves the right to refuse any booking without stating reasons.

Henwood Barns Ltd may cancel or alter arrangements before or during the holiday period due to circumstances beyond the reasonable control of the company. If this occurs reasonable steps will be taken to offer a suitable alternative. If this is not possible Henwood Barns Ltd will return to the visitor the relevant proportion of the holiday price paid.

Henwood Barns Ltd will not otherwise be liable for any additional loss caused by such alteration or cancellation.

## Services

The holiday price will include water, oil and electricity. Charging of electric vehicles/bikes will incur an additional charge payable on site.

Bedlinen and towels are provided and will be changed on a weekly basis for those guests staying longer than 1 week. Additional towels and bedlinen can be provided on request but there may be an additional cost for this service. Towels are for use within the cottage only.

WiFi is available for personal use. Connectivity and speed are not guaranteed. It is an unsecured network for use at guests own risk.

Parking is available on site for one standard sized vehicle per cottage unless otherwise agreed at the time of booking.

Henwood Barns Ltd will not be liable for any loss of property or any other loss or damage sustained whilst on the premises. It is recommended that the customer takes out insurance as required.

Any guest's property found at the accommodation after the date of departure will be kept for a period of 3 months. If not claimed within this time it will be disposed of. Reasonable efforts will be made to reunite property if it is identifiable (costs may be incurred)

## Right of Entry

As with any property there may be situations arise where unforeseen work needs to be undertaken. Henwood Barns Ltd or authorised contractors may enter the property at any reasonable time for reasonable cause. Reasonable notice will be given and all attempts made to undertake such work with minimal disruption during the hours of 09.00 - 17.00.

## Visitor Obligations

Lead guest will be responsible for all payments and for any damage caused by themselves or their party.

Guests are expected to keep and leave the accommodation and its contents in the same state of repair and condition as found, and leave the accommodation in a clean and tidy state as at the beginning of the holiday. (reasonable wear and tear excepted)

The visitor must not use the accommodation or allow its use for any dangerous, offensive, noisy, illegal or immoral activities or carry out any act that may be a nuisance to other visitors or neighbours.

Smoking is not permitted in the accommodation and only on site in designated smoking areas

Use of candles or fireworks is not permitted unless prior written approval is obtained.

## Pets

2 dogs per cottage are accepted free of charge. Additional dogs charged at £25 per dog per week. Number of dogs must be agreed at time of booking - failure to do this may render the booking null and void and no refund will be offered. All aspects of responsible dog ownership must be observed. Notice is drawn to the requirement to keep dogs on leads at all times when in the shared spaces at Henwood Barns and at restricted times on the moors (usually Springtime). Other pets may be permitted if agreed specifically at the time of booking. Dogs must not be left unattended in the cottages.

## Weather

If the accommodation becomes unavailable due to adverse weather conditions, reasonable attempts will be made to contact visitors. Henwood Barns Ltd does not take responsibility for cancellation due to such events.

Registered Company Number 11130306