

The Ferndale Self-Catering Flat

Booking Conditions

1. The Accommodation:

- the number of people to be accommodated must not exceed those stated when completing the booking form (maximum of two + single bed + cot)
- smoking is not permitted in the house or in the grounds
- dogs and other pets are not accepted

2. Arrivals and departures:

- arrivals may be made after 3.00 pm
- departures must be made by 10.30 am

3. Payments and Cancellations:

- your deposit confirms the booking and must be received at Ferndale within 7 days of making the provisional booking to ensure the reservation
- the deposit is returnable if the cancellation is made no less than 28 days prior to the first day of the stay
- the balance of the payment is due, by cheque or bank transfer (in £GB) or by PayPal/credit card via the internet, 28 days prior to the first day of the stay
- if the booking is made at short notice (ie within 28 days of the stay, the full amount is due immediately
- if you cancel after the 28 day deadline, the deposit is not refunded and the balance of the fees, less a £5 charge for administration, will be refunded on the following scale:

Cancellation at 28 - 20 days' notice: 75% (of the balance) refunded

Cancellation at 21 - 15 days' notice: 50% refunded

Cancellation at 14 - 8 days' notice: 25% refunded

Cancellation at 7 - 0 days' notice: no refund

- you may transfer your booking to different dates, if available, at no penalty (other than a £5 administration charge) but there may be an additional payment required to transfer to a dearer period or a refund due if you transfer to a cheaper period

4. Insurances:

- we are insured for our public liability but it is in your best interests to ensure that you are fully covered for your travel and stay

5. Disabilities:

- we welcome all guests, including those with disabilities, but it must be noted that the rooms (other than the bathroom) are up one flight of stairs and therefore unsuitable for those for whom stairs are too difficult. (Please see our Access Statement on the website or ask for a copy to be posted.)

6. We provide:

- a welcome selection of items to get you started: milk, bread, butter, biscuits, eggs, wine, tea, coffee, sugar, salt & pepper and even chocolates
- some other basic necessities: guest soaps, shampoo, toilet rolls, washing up liquid etc
- towels and bed linen, tea towels and an apron

7. Data Protection Act:

- the details you provide on your booking form will be stored on computer but will not be passed to any other organisations or companies
- we would like to be able to contact you at a later date to invite you to stay again. If you don't want us to do this, please indicate this on the booking form

8. Agreement:

- the owner retains the right to regain possession of the Flat in the event of any breaches of the booking conditions

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Mike and Wendy Brogden
Ferndale, Shipton, Much Wenlock, Shropshire TF13 6LB (UK)
Email: enquiries@ferndaleflat.co.uk
Website: www.ferndaleflat.co.uk
Phone: 01584 841649