

The Ferndale Self-Catering Holiday Flat

Booking Conditions

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Your signature on the booking form indicates that you have read and agree to abide by the following conditions:

1. The Accommodation:

- the number of people to be accommodated must not exceed those stated when completing the booking form unless a prior arrangement has been made (to ensure the correct number of towels etc are provided);
- bookings may not be assigned to persons other than those on the original booking form, without the permission of the owners and the completion of a new booking form;
- the maximum number of guests that can be accommodated is two (double bed) + baby (cot)
- guests staying in the Flat are welcome to invite friends or relatives to visit them during the day but these extra visitors may not stay overnight;
- smoking is not permitted in the house or in the grounds;
- dogs and other pets are not accepted, other than assistance dogs by prior arrangement;
- tealights, candles, fireworks, barbecues are not permitted in the Flat or in the grounds (because of the fire risk).
- sub-letting is not permitted; only those named on the booking form may stay in the Flat

2. Arrivals and departures:

- arrivals may be made after 4.00 pm; departures must be made by 10.30 am

3. Payments and Cancellations:

- the deposit confirms the reservation and must be received at Ferndale within 7 days of making the provisional booking;
- the deposit is returnable if the cancellation is made no less than 28 days prior to the first day of the stay **and** the owners are able to relet the accommodation for the cancelled dates
- 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 the reservation is cancelled 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
- a reservation may be transferred 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 the transfer is to a cheaper period

4. Insurances:

- we are insured for our public liability but it is in guests' best interests to ensure full cover for their travel and stay
- guests and their visitors' vehicles are parked at their owners' risk

5. Equal Opportunities:

- 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.);
- the smoke alarms do not have a visual signal so guests with profound hearing loss should be accompanied for their own safety; (see Access Statement)

6. We provide:

- a selection of items to get guests started: milk, bread, butter, marmalade, biscuits, eggs, wine, tea, coffee, sugar, salt & pepper
- some other basic necessities: guest soaps, shampoo, toilet rolls, washing up liquid, cooking oil, washing machine detergent and softener etc
- towels and bed linen, tea towels and an apron

7. Internet Connection

- guests are welcome to use the free internet connection in the Flat but must **not**:
 - visit sites that contain obscene, hateful or pornographic material;
 - use the link to perpetrate any form of fraud or software or music piracy;
 - send offensive, defamatory, damaging or harassing material to other users;
 - download any copyrighted material belonging to other parties, without their permission.

8. Data Protection Act:

- the details provided on the 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 guests at a later date to invite them to stay again. If you don't want us to do this, please indicate this on the booking form

9. 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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