

## Holiday Booking Terms & Conditions - St. Tinney Farm

These Holiday Booking Terms & Conditions are in place for the good management of St. Tinney Farm Holidays and the benefit of all who use it, they form part of the contract between us for your occupation and use of our lodge or cottage accommodation.

The expression 'you'/'your' means the accommodation occupier [and this includes anyone else using the accommodation]. The expression 'we'/'us'/'our' refers to the St. Tinney Farm owner and/or management.

Please make sure that anyone using the accommodation is aware of these Terms & Conditions of Booking. You are reminded that breach of these Terms & Conditions could result in termination of your holiday.

### No group bookings of more than 1 lodge or cottage

**Please do not book** more than one lodge or cottage as a group, or book accommodation individually, if you intend to form a group during your stay at St. Tinney, either inside or outside of the accommodation, **without obtaining the express written permission of the St. Tinney Farm Management team before booking your holiday**. If we discover that a group booking has been made before, upon arrival, or during your stay without our prior written consent your booking will be cancelled, no refunds will be given and you will be asked to leave.

- Please under no circumstances remove any furnishings, cutlery or crockery from a lodge or cottage and move it to another one.
- The accommodation is to be solely used by the people listed at the time of booking.
- At no point may you exceed the maximum number of stated occupants within your accommodation at any one time, this is either 4 or 6 people.
- No accommodation must be used solely by persons under 18 years of age, the minimum booking age for any lodge or cottage is 18 years old.
- We run a small and peaceful holiday business and reserve the right to consider the impact of larger groups, or of groups of young people under the age of 25 upon our other guests and may reject any booking on this basis.

### Coronavirus Covid-19 Pandemic Policies

#### Restrictions, cancellations, social distancing & no visiting guests

We are bound to operate under UK law and any trading terms and restrictions issued to us by the UK Government. This may mean that to comply with Social Distancing Regulations, we may be unable to open certain shared or communal facilities such as, but not limited to, the bar and restaurant (the St. Tinney Arms), swimming pool, games room and laundry. We may need to open these facilities under a booking system, limiting access to the occupants of 1 lodge, cottage or social group at any one time. We may implement a system of evening meal food and drink delivery direct to your accommodation and not fully open the bar and restaurant.

We will not be liable for any refunds or partial refunds of fees to guests due to the unavailability of these facilities.

If you fall ill with COVID-19 prior to your holiday, you must contact us (the St. Tinney Farm Management) immediately to cancel your holiday for the safety of others and you must not come to St. Tinney Farm at that time. If you begin to fall ill with COVID-19 during your holiday, you must immediately contact us (the St. Tinney Farm management team) to terminate your holiday for the safety of others. You must then leave your holiday accommodation and return home immediately. You will not be allowed to self-isolate or quarantine at St Tinney Farm.

We strongly recommend that you take out travel insurance to cover such eventualities, there are a number of holiday insurance companies that offer holiday cancellation cover due to COVID-19. If you choose not to take out travel insurance, then you accept responsibility for any loss that you may incur.

During the on-going COVID-19 pandemic we will not permit you to have day guests or visitors who are not part of the original booking, visiting St. Tinney or your accommodation during your stay.

If we are unable to provide you with accommodation because the government have asked us to close, or our local area is subject to other COVID-19 restrictions whereby we cannot host guests, we will give you the choice of either a full refund of any money that you have paid, or the chance to move your booking to an alternative date. Any refunds given will be limited to the amount of money you have actually paid.

If you or a member of your party test positive for Covid-19, 14 days or less from the start of your holiday, you must let us know immediately.

### **Cancelling your booking due to a non COVID-19 issue**

When you make a booking, you are entering into a legal contract. We strongly advise you to take out travel insurance to cover the cost of your holiday and to protect you if you are unable to continue with your booking, for whatever reason. We don't offer any holiday cancellation insurance cover ourselves.

If we need to cancel your booking as we cannot provide you with the holiday you have booked, we will refund the price you paid for your holiday, the extent of the refund will be limited to the original booking price.

If a particular lodge or cottage is unavailable for whatever reason, we reserve the right to transfer your booking into a suitable, comparable alternative, if there is one available.

If the booking is cancelled by you more than 4 weeks before the start of your holiday, we will retain the deposit. If the booking is cancelled by you less than 4 weeks before the start of your holiday you will be responsible for paying the remaining balance and full cost of your holiday.

You must let us know in writing or by email that you wish to cancel a booking and you must have received an acknowledgement from us by return, before you can assume that your holiday is cancelled.

If you cancel, we will re-advertise the accommodation as being available. This may be for a lower price than you originally paid for your holiday, particularly if the accommodation is a last-minute cancellation or attracts any 3<sup>rd</sup> party Online Travel Agency Commission. If we do re-let the accommodation, we will

refund you either the money you have paid or the money gained from the re-letting of the accommodation, less any Online Travel Agency Fees, whichever is the lower figure.

### **COVID-19 enhanced cleaning regime**

We have removed un-necessary items and soft furnishings from the accommodation. We have a dedicated, well-practiced cleaning team, who have already successfully been through one season of such COVID-19 restrictions and we use professional and COSH assessed cleaning chemicals.

Each lodge has a dishwasher and we ask leaving guests to strip their bed linen before they leave and place it in purple laundry bags which are provided at the start of your stay. We do not by default leave any toiletries (other than sealed toilet rolls) in the accommodation.

All our linen and provided towels are professionally laundered off site by one of the south west's largest suppliers of professional hotel laundry, whose cleaning environment is properly risk assessed and assured. Our housekeeping teams wear suitable PPE and have been thoroughly trained and the environment and procedures properly risk assessed. We ask that no new arrivals come onto site before 16:00 on day of arrival and that all parties vacate their accommodation by 10:00 on day of departure, specifically to minimise contact between guests and our staff and allow enough time for each lodge or cottage to be thoroughly cleaned.

### **Check in and Check out times**

We are operating a new check in and check out procedure. This is especially relevant if you have visited us before. **Please under no circumstances enter the farm, or come through the farm gate, before 16:00 upon day of arrival.**

This procedure is in place to help manage our cleaning and housekeeping teams and minimise any potential contact between our staff and guests.

We will be operating a contactless check in procedure and will send you check in instructions before you arrive, if you do not receive these 48 hours before your arrival, please contact us.

### **Check in and arrival from 16:00 – 20:00**

**Please let us know in advance if you are intending to arrive after 20:00**

### **Check out by 10:00**

**Please leave the accommodation in a clean & tidy state & full vacate before 10:00.**

We reserve the right to charge you for any additional cleaning required if the accommodation is left in a poor state or dirty condition.

### **Security deposit against damages to self-catering accommodation**

Upon arrival we will require a refundable security deposit against damages of £250 per accommodation booked. The deposit will be taken during the booking process and will be returned in full within 7 days at the end of your booking unless any damage to the accommodation, furnishings or facilities are made during your stay. We do not normally charge for accidental damage to small items, but if damage does occur, please let us know before you leave so that it can be rectified before the next guests arrive.

### **Making a booking & paying for your holiday**

You must pay a deposit upon booking, or make a full payment if the start of your holiday falls within 4 weeks of the start date of your holiday booking. Any remaining balance must be paid 4 weeks before arrival.

If you book directly with us, the deposit amount required upon booking will be 25% of the total cost of your holiday.

If you book through an Online Travel Agent (Booking.com, Hotels.com, Expedia, Airbnb, Pitchup etc), rather than through us directly, the deposit amount may vary. If you book via an Online Travel Agent, your booking, contract and terms will be with the Online Travel Agent and any amendments or alterations to your booking must be made through them, rather than contacting us.

### **Safety**

You should use St. Tinney Farm, your accommodation and the grounds safely and should not cause danger to others.

You should obey all health and safety notices displayed at St. Tinney and act on the reasonable instructions of staff in matters of health and safety.

### **Children**

Children must always be in the care of a responsible adult over 18 years of age. No child under 18 must be left unattended at St. Tinney Farm, in a lodge, cottage or vehicle at any time.

### **Fishing**

All those wishing to fish the lakes at St. Tinney Farm, must purchase a St. Tinney Farm fishing permit before setting up at the lakeside.

These are available online or virtually via text or email from reception. All those wishing to fish the lakes, must abide by the fishing rules which are displayed at the lake side and are also available from the St. Tinney reception.

All fishing tackle and nets must be dipped in the provided Net Dip disinfectant solution in the yellow containers at each lake, before starting to fish, to protect the health of all aquatic life at our fishery. As with all UK fisheries, anglers must be in possession of a UK Non-Migratory Trout and Coarse Rod Licence (sometimes called a Fishing Licence) which is issued by the Environment Agency.

See <https://www.gov.uk/fishing-licences>

An application form for these licences can be obtained from a post office or they can be purchased online.

### **Security & Privacy**

You are solely responsible for securing your accommodation, items and vehicles. CCTV is recorded 24/7 at the entrance to the St. Tinney and main accommodation and facility areas.

### **Swimming pool**

You must follow the procedure for the safe use of the swimming pool which are displayed within the swimming pool enclosure and upon the external notice boards. No dogs are permitted inside the pool

enclosure at any time. The swimming pool will be open for the 2022 season from 27th May to 9th September.

### **St. Tinney Arms**

The St. Tinney Arms, our on-site bar & takeaway will be open every evening for the 2022 season from 3rd April to 29<sup>th</sup> October, for the main holiday season. The bar is contained within ancient converted farm buildings.

### **Games room**

Our games room contains a pool table, table football, table tennis and air hockey, which are all available for use free of charge. We do ask that an adult always accompanies children, to prevent the risk of damage or misuse of the equipment.

### **Laundry**

The on-site laundry contains 2 professionally installed and managed coin operated commercial washing machines and driers.

### **Visiting guests and the permitted number of occupiers of your accommodation**

Your accommodation may not be used for sleeping a number of persons greater than the 'maximum sleeping capacity' stipulated, which depending on the accommodation, is either 4 or 6 people.

### **We do not accept all female or male parties or by those under 18 years of age**

We do not permit group bookings by more than 3 people of the same sex, unless the group is made up of same sex couples, or that we (the St. Tinney Management), have agreed in advance, in writing. We do not accept bookings by those under 18 years of age.

### **Visitors to your accommodation**

You must not exceed the total number of persons permissible in your accommodation (4 or 6 people) at any time, this includes any visitors you may have during your stay. You must inform reception by text or email of any visitors you may have during your stay, prior to their arrival. Your visitors must leave the farm by 22:00.

It is your responsibility to ensure that your visitors and all occupiers adhere to these Holiday Booking Terms & Conditions.

### **Ejection on grounds of behaviour**

In the event of serious misconduct by you, a member of your family, your occupiers, visitors or guests, we will terminate your holiday booking. We do not have to follow any formal procedure to eject other visitors.

### **Condition of your holiday accommodation, damage & missing items**

You must leave your holiday accommodation in a clean and tidy state, as you found it at the start of your holiday and fully vacate your accommodation by 10:00 on your day of departure.

Please notify us immediately if there is anything wrong with your accommodation, if anything is damaged or missing, or if anything is broken or not working properly. Please do not leave it until you

depart to mention anything, as this does not leave us enough time to rectify any issues before the next guests arrive.

### **Utilities installations**

If you experience any problem with electrical, gas, water or drainage system, you should contact the park management immediately. You must not attempt to work on any part of the electrical, gas, water or drainage system yourself.

### **Drainage system**

Our wastewater treatment is off grid and is privately managed by ourselves. You must not introduce any foreign items into the private drainage system including cleaning cloths, babies' nappies, sanitary towels, condoms, cooking fat, engine oil, grease or paint, fuel or other chemicals.

### **Tents & Gazebos**

You must not erect any tent or gazebo outside your lodge or cottage.

### **Trees, Flowers and shrubs up**

You must not cut any trees or hedges at the park. If you find any tree or hedge a nuisance or unsatisfactory you should take the matter up with us; please do not deal with it yourself. You must not plant any trees, shrubs or flowers.

### **Digging & gardening**

You must not dig the ground or create any hole in the ground at St. Tinney Farm.

### **Refuse, recycling & rubbish collection**

Please, please ensure that all non-recyclable waste is put in the black plastic refuse bags provided, before placing the bag in your wheelie bin outside your lodge or cottage. We empty the wheelie bins by hand weekly. If you need more black plastic bin liners please ask. Please do not under any circumstances just throw litter or nappies or any other rubbish into the wheelie bin itself.

Recycling points for glass, cans & paper are available on the farm and you should use these facilities where appropriate.

You are responsible for off-site disposal of all electrical items & furnishings; we cannot dispose of large or electrical items, any more than you would be able to do so with your domestic rubbish collection at home. Details of local recycling sites can be obtained from the park reception.

### **Driving, parking & EV electric vehicle charging**

You must insure all vehicles you use on the park as for use on the public road.

You must insure all accessories and items towed by vehicles (such as boats and jet skis) as for use on the public road.

You must not charge an electric or hybrid vehicle at any time from any power points in your lodge or cottage without express written permission from the St. Tinney Farm management.

You must not carry out the following works or repairs on the park:

- Major vehicle repairs such as dismantling of part(s)
- of the engine, repairs to vehicle body panels or trim.
- Works which involve the removal of oil or other fuels.
- Motor vehicle repairs must not be carried out, but a recognised breakdown service may attend in the event of a breakdown.

Quad bikes, trials bikes and electric or petrol-powered scooters are not permitted to be used at St. Tinney Farm. You must not wash cars with a hosepipe attached to your lodge or cottage water supply.

### Driving

The speed limit when on the farm is **5 mph**. Children are often at play and may run out in front of your vehicle. We permit cars onto the park for the purposes of access to your accommodation. Accordingly, save to the extent that you may need to do so because of a disability, you must not drive cars round the park for other purposes such as visiting other locations on the park. We may ask for reasonable evidence of any disability relevant to this rule.

- You must drive all vehicles carefully and within the displayed speed limit of 5 mph.
- Driving on the park is restricted to the park roads.
- You must hold a full current driving licence and be fully insured to drive any vehicle at St. Tinney Farm.
- You are not permitted to give anyone driving lessons at St. Tinney Farm and we do not permit learner drivers to drive anywhere at St. Tinney Farm.
- For the absolute avoidance of doubt, you cannot sit a child that is not insured or does not hold a full UK driving licence on your lap or in the driver's seat of your vehicle and steer or pretend to steer or drive your vehicle at St. Tinney Farm. This may seem ridiculous, but every year we do have to remind people not to engage in what we term as "baby driver" activity!
- You must not park anywhere except in the permitted parking spaces, please don't park on the grass or in the parking space reserved for another lodge or cottage.
- You may park not more than TWO car(s) at the lodge or cottage.
- You must not park motor homes or touring caravans outside your accommodation.

You must not park or allow parking of commercial vehicles of any sort at St. Tinney Farm, including: Light commercial or light goods vehicles as described in the vehicle taxation legislation and Vehicles intended for domestic use, but derived from or adapted from such a commercial vehicle.

We will not permit except for deliveries, any sign written vehicles to be used on site at St. Tinney, or left outside your accommodation.

### Behaviour, visitors & guests

- You should respect the privacy of other guests, keeping noise to a minimum between the hours of 22:00 and 09:00 with absolute quiet between 23:00 and 08:00.
- You must keep away from any vacant lodge plots. You must finish any outdoor barbecues or party by 21:30. You must finish any indoor party by 22:00.
- All visitors & guests must sign in at reception upon arrival, or notify the park management in advance of their visit by telephone, text or email.

- You may only consume alcoholic drinks within the boundaries of your lodge or cottage or on the park's licensed premises.
- You must not use a drone, powered model aircraft or any other powered flying object at St. Tinney Farm.
- You may not ride bicycles, scooters, go karts, skateboards (or similar) so as to cause a nuisance or undue noise.
- The lodge or cottage occupier is responsible for the conduct of children in his/her custody and of visitors.
- Guns, firearms or offensive weapons of any description shall not be used at St. Tinney Farm, and must not be kept at St. Tinney Farm.
- It is forbidden to interfere with or disturb any flora or fauna at St. Tinney Farm.
- Everyone using St. Tinney Farm is required to comply with the regulations of the site licence, water authority or any other Statutory Authority.
- No commercial enterprise or business activities may take place on the park unless prior permission of the park management has been granted, in writing. You may of course conduct office-based activities if you are continuing your office work while on holiday.
- We do not permit anyone on to visit or stay in our accommodation at St. Tinney Farm, that is recorded on the UK Sex Offender Register.

You, your guests or visitors must not:

- Commit any criminal offence at or use the St. Tinney Farm in connection with any criminal activity.
- Commit any acts of vandalism or nuisance.
- Use any candles, fireworks, or any naked flame devices or display batons or torches.
- Keep or carry any shotgun, firearm or any other weapon at the Park.
- Use any unlawful drugs.
- Create undue noise or disturbance, by yourselves, your guests or pets.
- Carry on any trade or business at the Park, except for what would be considered normal "Working from home" remote office type work.
- Permit anyone who is to your knowledge on the Sex Offenders Register compiled under the Sex Offenders Act 1997 to use or visit St. Tinney Farm

### **Entry to your accommodation**

The St. Tinney Farm management reserve the right to enter accommodation giving reasonable notice, or in the case of an emergency.

### **Losses or injury up**

The park management formally disclaim any liability for losses or injury sustained by guests or their property, except where negligence is legally provable on the part of St. Tinney Farm.

### **Use & availability of facilities**

#### **(Bar & Takeaway, WiFi Internet Access, Games Room, Swimming Pool, Fishing Lakes & Grounds etc)**

While every effort is made to ensure the availability of facilities, the St. Tinney Farm management will not be liable for the non-availability due to circumstances beyond their control, including any request,



advice or guidance issued by government agencies, or due to maintenance or breakdowns. No financial re-imbusement will be offered if facilities are unavailable. Any breakdown of facilities, utilities or equipment cannot be held to be the responsibility of the St. Tinney Farm management, but every effort will be made to make repairs or correct any faults as soon as possible. Maintenance, refurbishment, and improvements to the facilities, and holiday park, are carried out throughout the year and the park management will seek to ensure that guests are not inconvenienced.

### **No smoking policy**

Smoking, vaping or the use of e-cigarettes is not permitted inside your lodge or cottage or any of our communal areas such as the toilet & shower block, the St. Tinney Arms bar, games room or swimming pool enclosure at any time. If you do smoke or use e-cigarettes, please stand well outside of your accommodation to do so, so that any smoke does not get blown back into the accommodation through any open doors or windows.

### **Wireless internet access (WiFi)**

WiFi is provided free of charge, on a best endeavour basis, for use at your own risk. The user is bound by UK law and the park accepts no responsibility for any loss or corruption of data or damage to equipment, your IP address and any websites you visit will be logged and by using the service you agree to be bound by its Terms & Conditions. No technical support will offered.

### **Dogs & other animals**

The only rental holiday accommodation that we allow people to bring dogs into are Elm Cottage and Hazel Lodge, please do not allow your dog to enter any other accommodation at any time. We do not permit guests to bring any other pets or animals with them during their stay in any of our accommodation.

Please check the accommodation description carefully before booking. We do let out some lodges on behalf of private lodge owners. These lodges may have housed the owners pets, so if you have any particular aversion or allergy to animals, you may not wish to book these lodges.

### **Dog Rules**

- We only permit one dog of up to medium size, per lodge or cottage.
- No dog must be left unattended at any time or left crated in a vehicle or accommodation and must be supervised by a responsible adult over 18 years of age, in your accommodation, anywhere onsite or in any vehicle at any time.
- We charge £25 per dog, per stay which you will need to add to your booking from the menu during the online reservation process.
- You must bring your own pet bedding and throws for the sofas, if you normally allow your dogs to sit on your sofas at home.
- Dogs must always be kept under proper control and on a short lead when outside of your lodge or cottage.

- You may only exercise your dog off its lead in the dedicated dog exercise field.
- You must not allow your dog in the bedrooms and must not allow your dog onto any of the beds. If this is something you normally do, please do not book.
- Dogs must not be allowed to despoil the park. If you do not pick up your dog's waste, you will be asked to leave.
- Please bag and bin your dog waste in dog poo bags and place in the dog poo bins provided, not in the normal refuse bins or in the recycling bins!
- We do not allow dogs or other pets into any of our other rental accommodation at any time, except for assistive dogs.
- Nothing in these rules prevents you from bringing an assistance dog to St. Tinney Farm, if this is required to support your disability and Assistance Dogs UK or any successor body has issued you with an Identification Book or other appropriate evidence of the requirement.
- No other pets of any form are permitted without the express prior written permission of the St. Tinney Farm Management.
- No dogs of any breeds subject to the UK Dangerous Dogs Act of 1991 are permitted at St. Tinney Farm at any time.

### Recreation

You may only play ball and other games within the areas set aside for recreation in the Beech Meadow field.

You may not fly kites or fly drones, powered model aircraft, any other powered flying objects, radio-controlled cars or boats at St. Tinney Farm.

You may not use skateboards, roller skates, rollerblades, micro scooters, Segways or similar transport at St. Tinney Farm.

You may not organise group matches or events of any form without prior written agreement from the management.

### Mail & parcels

You may not receive post when staying at St. Tinney Farm, or use the St. Tinney Farm address for postal or courier deliveries.

### Fire precautions & BBQ's

You must ensure that all occupants of your accommodation are familiar with the location of the Fire Points and the contents of the Fire Notices displayed at each point. You must not use any Chinese lanterns, fireworks, petrol or chemical fuelled batons, naked flame torches, candles, fire pits or similar. You must not store fuels or combustible materials at St. Tinney Farm.

Barbeques are permitted but must be operated by a responsible adult and be raised off the ground so that they do not burn the grass, outdoor furniture or decking or pose a danger to other guests. Please do not use BBQ's on your accommodation decking as this presents a fire risk

### **Complaints**

If you have a complaint or are unhappy about anything, please let the park know immediately by informing reception, and we will do our best to resolve any issue.

### **Generators**

No generators of any kind are permitted to be used on-site at any time.

### **Sheltered & Emergency Accommodation Provision**

We are unable to accept bookings by agencies or individuals for the purposes of the provision of emergency or sheltered accommodation or housing at any time, unless by prior written arrangement with the St. Tinney Farm management.