

# High Bullen Farm

## BED & BREAKFAST - EXMOOR - DEVON

### TERMS AND CONDITIONS/ACCESS STATEMENT

#### YOUR BOOKING

1. Please check our booking page for payment details. Please note that if you cancel your holiday you are still responsible for paying the full rental fee. It is recommended that you take out your own holiday cancellation insurance.

#### CANCELLATION

2. In the event of cancellation on the part of the client, refunds of amounts paid will be made if the owner is able to re-let the property and any expenses or losses incurred in so doing will be deducted from the refundable amount. The deposit is non-refundable.

3. In the event that the owners are forced by unforeseen circumstances to cancel a reservation, they undertake to make every effort to secure the rental of a similar property of equal standing: failing this, all monies paid will be refunded in full.

#### CLIENT RESPONSIBILITY

4. The owners maintain a very high standard of cleanliness and comfort at all times. The client undertakes to leave the rooms, its fixtures and furniture in the same good condition as they were found.

5. All properties and buildings at High Bullen are strictly NON SMOKING.

6. We have uneven ground, a pond and horses in adjoining fields so care should be taken at all times. Pets should be supervised at all times.

7. Please notify us of any breakages/damage as soon as possible so that a replacement can put in place and costs agreed.

8. Please do not cause annoyance or become a nuisance to fellow holiday makers, or adjoining neighbours. If you fail to observe our terms and conditions we have the right to terminate your booking, even if you are at the property, by asking you to leave at once without any compensation becoming payable to you. We reserve the right to enter the property at any time should the need arise.

#### OWNERS LIABILITY

9. The owner shall not be liable to the client:

- For any loss or theft of property belonging to the client or other people under his or her responsibility;
- For any death or injury to the client or people under his or her responsibility.
- For any temporary defect or stoppage in the supply of electricity, gas, oil, water, TV, telephones, radio reception.
- For any loss, damage or injury which is a result of adverse weather conditions, riot, war strikes or other matters beyond the control of the owner.
- For any loss, damage or inconvenience caused to or suffered by the client if the property shall be destroyed or substantially damaged before the start of the rental period and in any such event, the owner shall, within 28 days of notification to the client, refund to the client all sums previously paid in respect of the rental period.

#### PETS

10. Please see our dog friendly page for further information.

## PARKING

11. You are very welcome to bring your car down to the house to unload but we then ask you to park in our main car park.. This is to maintain access in an emergency.

## ELECTRICITY & HEATING

12. All rooms have oil fired central heating and the summerhouse has underfloor electric heating. All rooms have electric kettles and small fridge. There is also a fridge for guest use in the dining room. If you wish to use the freezer in the kitchen, washing machine, iron, ironing board or hair-dryer please ask and we are happy to provide them for you. Electricity and heating is included in the price.

## INSURANCE

13. Clients are strongly recommended to arrange a comprehensive travel insurance policy (including cancellation cover) and to have full cover for the party's personal belongings, public liability, accidents, civil liability, repatriation and damage etc.

## LINKS FROM OUR WEBSITE

14. Where our website contains links to other websites and resources provided by third parties, these links are provided for your information only.

We have no control over the contents of those sites or resources

## CHANGES TO OUR WEBSITE

15. We may update our site from time to time, and may change the content at any time. However, please note that any of the content on our site may be out of date at any given time, and we are under no obligation to update it.

We do not guarantee that our site, or any content on it, will be free from errors or omissions.

Although we make reasonable efforts to update the information on our site, we make no representations, warranties or guarantees, whether express or implied that the content on our site is accurate, complete or up-to-date.

## FURTHER INFORMATION

Tourist information brochures, leaflets and guide books are available at the property together with a Guest Manual containing all the local information, contact numbers and instructions you should need.