Fell Farm Hideaway Terms and Conditions

1. Introduction

Welcome to Fell Farm Hideaway! By booking and staying at our property, you agree to the following terms and conditions, which are governed by English law. These terms ensure a safe, enjoyable, and respectful experience for all our guests.

2. Booking and Payment

Deposit: A nonrefundable deposit of 25% of the total booking cost is required to secure your reservation.

Balance: The remaining balance must be paid no later than 30 days before your arrival date. Failure to pay the balance by the due date may result in the cancellation of your booking.

Late Bookings: For bookings made less than 30 days before the arrival date, the full amount is payable at the time of booking.

Payment Methods: We accept payments by credit/debit card, bank transfer, or PayPal.

3. Cancellations and Refunds

Guest Cancellation: If you cancel more than 30 days before your arrival date, you will receive a refund of any payments made, minus the deposit. Cancellations within 30 days of arrival are nonrefundable unless we can relet the cabin for the entire booking period.

Owner Cancellation: In the unlikely event that we need to cancel your booking, you will receive a full refund of all payments made. We will not be liable for any additional costs incurred by you as a result of the cancellation.

Travel Insurance: We strongly recommend that you take out travel insurance to cover any potential cancellations.

4. CheckIn and CheckOut

CheckIn: From 4:00 PM on the day of arrival.

CheckOut: By 10:00 AM on the day of departure.

Late CheckOut: May be available by prior arrangement and may incur an additional charge.

5. Occupancy and Use

Maximum Occupancy: Each cabin has a maximum occupancy as stated at the time of booking. Exceeding this number may result in immediate termination of your stay without a refund.

Guests: Only those guests listed on the booking form are permitted to stay overnight at the property.

Pets: Pets are welcome in designated cabins only, by prior arrangement, and subject to an additional cleaning fee.

Smoking: Smoking is strictly prohibited inside the cabins. Smoking is permitted in outdoor areas, but please dispose of cigarette butts responsibly.

6. Guest Responsibilities

Care of Property: Guests are expected to take reasonable care of the property and its contents. Please report any damage or breakages as soon as possible.

Noise: Please respect the peace and tranquility of the farm and neighboring properties. Noise levels should be kept to a minimum, particularly between 10:00 PM and 8:00 AM.

Cleanliness: Guests are expected to leave the property in a clean and tidy condition. Excessive cleaning required upon departure may result in an additional charge.

7. Security and Personal Belongings

Valuables: Guests are responsible for the security of their personal belongings during their stay. We do not accept liability for any loss, damage, or theft of personal items.

Keys: Guests are responsible for the safe keeping of keys provided. Lost keys will incur a replacement charge of £50.

8. Liability

Injury or Loss: The owners of Fell House Farm are not liable for any injury, loss, or damage to guests or their property during their stay, except where such loss or damage is caused by our negligence.

Facilities and Grounds: Guests use the facilities and grounds at their own risk. Parents and guardians are responsible for supervising children at all times.

9. Force Majeure

We shall not be liable for any loss, damage, or cancellation resulting from events beyond our reasonable control, including but not limited to natural disasters, pandemics, or government restrictions.

10. Complaints

Issues During Stay: If you encounter any issues during your stay, please notify us immediately so we can attempt to resolve them. We aim to ensure that all our guests have an enjoyable experience.

PostStay Complaints: Any complaints must be submitted in writing within 14 days of departure. We will address complaints promptly and fairly.

11. Amendments

We reserve the right to amend these terms and conditions at any time. The latest version will be provided at the time of booking and will apply to your stay.

12. Governing Law

These terms and conditions are governed by and construed in accordance with English law. Any disputes arising out of or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact Information

If you have any questions or require further clarification on these terms and conditions, please do not hesitate to contact us.

Thank you for choosing Fell Farm Hideaway. We look forward to welcoming you and hope you enjoy your stay!