



Beech and Chestnut Suites

Booking Terms and Conditions

Address of properties:

Grove Farm
Condover
Shrewsbury
SY5 7BH

Enquiries should be made to:

Liz Farrow
Tel: +44 1743 718544 or +44 7515 646144
Email: liz@grovefarmhouse.com
www.grovefarmhouse.com

Thank you for choosing to book a holiday at either our Beech or Chestnut Suite, here at Grove Farm. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Prices

The price of the accommodation includes the following:

Electricity, bed linen and towels, hot water, central heating, wifi internet access, 1 basket of logs (additional logs can be purchased at £3 per basket). Also included are dishwasher tablets, toilet roll, washing up liquid.

Pets

We do not allow pets in the Beech or Chestnut suites.

Acceptance of Children

We welcome children of all ages. Please ask if you require a high chair or travel cot (please bring your own cot bedding).

Arrival

Your accommodation will be available to you from 4pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time. Please let us know if you will be arriving after 6pm.

Departure

Please be ready to leave the accommodation by 10.00am on the day of departure, unless otherwise arranged.

Payments

Deposit of 50% of the total cost of the holiday to be paid upon booking, and signing and returning the booking form to us. We must then receive the rest of the balance owed no less than 2 weeks before the start of your trip.

However, if you book less than 2 weeks before the start of your trip, we must receive full payment of the total cost when you make the booking Credit card/ Debit card payments accepted, or cheques made payable to Grove Farm Holidays Ltd.

Cancellation and Insurance

By making your booking, our agreement is a legal contract. If you cannot take your holiday and the cottage cannot be re-let, then your deposit is *non-refundable*, regardless of when the holiday is cancelled. We would recommend that you take out cancellation insurance to cover this cost.

If we do succeed in re-letting the booking, then we will refund the deposit to you, less a £20 administration fee.

If you have to, or wish to, cancel your booking, the party leader must telephone Liz Farrow on 01743 718533 or e-mail Liz on liz@grovefarmhouse.com as soon as possible. The day we receive your telephone call cancelling your holiday, is the date on which your booking with the owner is cancelled.

Non-availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday.

Damages and Breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of £10 if you did not report this.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Privacy Policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.