



## **Self-Catering at Grove Farm House**

### **Beech and Chestnut Suites Grove Farm Cottage**

### **Booking Terms and Conditions**

#### **Address of properties:**

Grove Farm  
Condover  
Shrewsbury  
SY5 7BH

#### **Enquiries should be made to:**

Liz Farrow  
Tel:+44 1743 718544  
Email: [liz@grovefarmhouse.com](mailto:liz@grovefarmhouse.com)  
[www.grovefarmhouse.com](http://www.grovefarmhouse.com)

Thank you for choosing to book a holiday 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, cleaning, hot water, central heating, wifi internet access.

#### **Payments**

Deposit of 50% of the total cost of the holiday to be paid upon signing and returning the booking form to us. Balance to be paid during your stay. Credit card/ Debit card payments accepted, or cheques made payable to Grove Farm Holidays Ltd.

#### **Pets**

We do not accept pets in Beech and Chestnut suites.  
We do accept 1 pet per booking in Grove Farm Cottage at an extra cost of £10. Pets are not allowed upstairs.

**Acceptance of Children**

We welcome children of all ages.

**Cancellation and Insurance**

By making your booking, our agreement is a legal contract and your deposit is non-refundable if you cannot take your holiday and the unit cannot be re-let.

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](mailto: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.

If we do succeed in re-letting the property, you are no longer liable for the balance, or we will refund it to you if you have already paid it. The deposit is also refundable but only if the unit is re-let.

**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.

**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 as we will be busy preparing your rooms. Please let us know if you will be arriving after 6pm.

**Departure**

Please be ready to leave the accommodation by 10.30am on the day of departure, unless otherwise arranged. We will provide you with an invoice, payable on departure for any additional services you may have used during your stay.

**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.