GATE STREET

ACCOMMODATION TERMS & CONDITIONS

DEFINITIONS

Gate Street Farm Ltd ("we", "us", "our") refers to Gate Street Farm Ltd.

Guest refers to the person making the accommodation booking and any persons included within that booking.

Onsite Accommodation refers to any onsite accommodation unit offered by Gate Street Farm Ltd, including The Farmhouse, The Stable Flat, The Hayloft, The Pool House, The Shepherd's Hut and The Beech Hut.

Estate Properties refer to The White House and The Corner Cottage offered by Gate Street Farm Ltd.

Booking Fee means the non-refundable payment required to secure an accommodation reservation.

1. GENERAL HIRE INFORMATION

i. These Terms & Conditions form part of the agreement between the Guest and Gate Street Farm Ltd.
ii. Any variation to these Terms & Conditions must be agreed in writing.
iii. Gate Street Farm Ltd reserves the right to refuse or terminate a booking where guests behave in an abusive, dangerous, unlawful or anti-social manner.

2. RESERVATIONS

i. Accommodation reservations are subject to availability.
ii. If the Onsite Accommodation is being used in conjunction with an event taking place at Gate Street Barn then all of the units are automatically reserved for use on the night of the event date and cannot be reserved by a member of the general public.
iii. If The Hayloft & The Beech Hut are not reserved, then Gate Street Farm Ltd may allow guests, not associated with the event taking place at Gate Street Barn, to reserve either or both of these units. Due to the location of these units, independent guests can reserve these without interacting, disrupting or interfering with the event taking place at Gate Street Barn.
iv. The Estate Properties can be reserved at any time by any persons and are not guaranteed for use in conjunction with an event taking place at Gate Street Barn.
v. A separate reservation is required for each accommodation unit.

vi. The booking is only confirmed once the required Booking Fee or full payment has been received and written confirmation has been issued by Gate Street Farm Ltd.
vii. Only the named guests included on the booking confirmation are permitted to stay in the accommodation unless otherwise agreed in writing.
viii. Unauthorised overnight guests may result in an additional charge of £100.00 (including VAT) per person.

3. ACCOMMODATION RATES AND PAYMENTS

i. Accommodation rates are subject to change at any time until a booking has been confirmed.
ii. Once a Booking Fee has been paid and the reservation confirmed, the agreed rate is fixed and will not be amended.
iii. All payments for the Onsite Accommodation and Estate Properties are to be made via bank transfer.

ONSITE ACCOMMODATION

iv. To secure a reservation for any of the Onsite Accommodation (namely The Farmhouse, The Stable Flat, The Hayloft, The Pool House, The Beech Hut and The Shepherd's Hut), a Booking Fee equal to 25% of the total accommodation cost is payable per unit.
v. The remaining 75% balance must be paid no later than two calendar months before the arrival date.
vi. Where a reservation is made within two calendar months of arrival, full payment is required at the time of booking.
vii. Failure to make payments by the stated due dates may result in the cancellation of the reservation and denied access to any and all accommodation units.

ESTATE PROPERTIES

viii. To secure a reservation for either of the Estate Properties (namely being The White House or The Corner Cottage), a Booking Fee of £250.00 (inc. VAT) is payable per night either property is reserved.
ix. The remaining balance must be paid no later than one calendar month before the arrival date.

4. CANCELLATION POLICY

GUEST CANCELLATION:

i. All cancellation requests must be confirmed in writing.
ii. The Guest acknowledges that retained payments contribute towards costs already incurred by Gate Street Farm Ltd, including administration, staffing, marketing, maintenance and loss of booking opportunity.

BOOKING FEE:

iii. The 25% Booking Fee for the Onsite Accommodation and/or the £250.00 Booking Fee for the Estate Properties paid to secure the reservation is non-refundable.

CANCELLATION SCHEDULE:

iv. If cancellation is confirmed more than 2 calendar months in advance of arrival date the Booking Fee is retained only.
v. 1-2 calendar months in advance of arrival date: 50% of total booking value is retained
vi. Less than 1 month in advance of arrival date: 100% of booking value is retained

5. CHECK-IN & CHECK-OUT

Onsite Accommodation:

i. Standard check-in is between 12:00pm and 5:00pm.
ii. Check-out is no later than 10:00am.
iii. Earlier or later check-in, later check-out or extended stays may be available for an additional charge and must be agreed in advance.

Estate Properties:

iv. Standard check-in is between 3:00pm and 6:00pm.
v. Check-out is no later than 12:00pm.
vi. Earlier or later check-in, or later check-out or extended stays may be available for an additional charge and must be agreed in advance.

6. OCCUPANCY

i. Guests must comply with all reasonable instructions issued by Gate Street Farm Ltd staff whilst on site.
ii. All accommodation units are strictly non-smoking.
iii. Guests must respect neighbouring accommodation, surrounding properties and the wider estate.
iv. Vehicles must be parked only in designated parking areas.
v. The Guest is responsible for the conduct of all persons included within their reservation.
vi. No amplified music is permitted outside unless authorised by Gate Street Farm Ltd. Where authorisation has been given, music must be turned off no later than 11pm.

DAMAGE & LOSS

vii. Guests must report any damage, breakages or maintenance concerns immediately.
viii. The Guest is responsible for any damage caused by themselves or members of their party.
ix. The cost of repairs, replacement items, specialist cleaning or additional maintenance resulting from damage will be charged to the Guest.

x. Gate Street Farm Ltd will provide an invoice detailing the costs incurred and payment will be due upon receipt.

PETS

xi. No pets are permitted unless expressly authorised.
xii. Domesticated dogs and all other pets are permitted only with prior written approval from Gate Street Farm Ltd.
xiii. An additional charge of £25.00 (inc. VAT) per pet applies.
xiv. Approved domesticated dogs must remain within the areas specified by Gate Street Farm Ltd and are required to be on a lead/leash at all times while outside.
xv. Gate Street Farm Ltd has the right to restrict where the dog is permitted to be while staying on site.
xvi. The Guest is responsible for any additional cleaning, repairs or damage caused by their dog. Gate Street Farm Ltd will provide an invoice detailing all costs incurred as a result of the dog staying on site.

LIABILITY

xvii. Vehicles, personal belongings and valuables are left entirely at the owner's risk.
xviii. Gate Street Farm Ltd accepts no responsibility for loss, theft or damage to personal property unless caused by our negligence.
xix. Gate Street Farm Ltd shall not be liable for cancellation or interruption of accommodation services resulting from circumstances beyond our reasonable control, including but not limited to extreme weather, utility failures, government restrictions, fire, flood, infectious disease outbreaks or other force majeure events.

7. ADDITIONAL GUESTS AND FACILITIES

i. Gate Street Farm Ltd does not provide cots.
ii. Fold-out beds, suitable for children who are no older than 12 years of age, may be available to hire, subject to availability and additional charges.
iii. Campervans and caravans may be permitted by prior arrangement and must be parked in designated overnight parking areas.
iv. Campervans and caravans must be fully self-contained.
v. A £25.00 (inc. VAT) charge is applicable per campervan or caravan staying onsite and guests must complete a separate booking form prior to their stay (available on request).

8. GATE STREET'S FARMHOUSE

The Farmhouse may be reserved on a self-catered basis or the Guest may opt for Gate Street Farm Ltd to provide breakfast.

SELF-CATERED:

i. Guests booking the Farmhouse on a self-catered basis will have access to the kitchen and dining room facilities.
ii. Guests are responsible for providing their own food and refreshments throughout the duration of their reservation.

CATERED:

iii. Guests booking the catered option will receive breakfast arranged by Gate Street Farm Ltd.
iv. Kitchen and dining facilities will not be available to use, except during breakfast service, unless otherwise agreed.
v. Dietary requirements should be provided in advance.

BBQ:

vi. Use of the Farmhouse Gas BBQ is available by prior arrangement for an additional fee of £50.00 (inc. VAT).

SWIMMING POOL:

vii. Standard availability of the Farmhouse's swimming pool is between April and September per calendar year, subject to weather conditions and maintenance requirements.
viii. Use of the swimming pool outside of the standard availability must be authorised by Gate Street Farm Ltd prior to arrival.
ix. There is an additional charge of £150.00 (inc. VAT) for use of the swimming pool outside of the standard availability.
x. Use of the pool is entirely at the Guest's own risk.
xi. No lifeguard is on duty.
xii. Children under 16 years of age must be supervised by a responsible adult at all times.
xiii. A Swimming Pool Disclaimer must be read & signed prior to the reservation.

9. COMPLAINTS PROCEDURE

i. If a Guest experiences a problem during their stay, they should notify Gate Street Farm Ltd immediately so that reasonable steps may be taken to resolve the matter.
ii. Any complaint that cannot be resolved during the stay should be submitted in writing within 14 days of departure, together with any relevant supporting information.

iii. Gate Street Farm Ltd will acknowledge receipt of the complaint and investigate the matter fairly and objectively.
iv. Nothing within these Terms and Conditions affects the Guest's statutory rights.

10. DATA PROTECTION & PRIVACY

i. Gate Street Farm Ltd will collect and process personal information provided by the Guest for the purpose of administering and fulfilling the accommodation reservation. This may include names, addresses, telephone numbers, email addresses and payment information.
ii. Personal information will only be used for purposes connected with the management of the reservation, guest communications, legal compliance and the operation of the accommodation services.
iii. Gate Street Farm Ltd will not disclose personal information to third parties except:

-where required by law;
-where necessary to administer the reservation or provide contracted services; or
-with the Guest's consent.

iv. Personal data will be stored securely and retained only for as long as reasonably necessary to fulfil the purposes for which it was collected or to comply with legal and regulatory requirements.
v. Guests may request access to their personal data, request corrections to inaccurate data, or exercise any other rights available under applicable data protection legislation by contacting Gate Street Farm Ltd.