

## TERMS AND CONDITIONS

- Availability - your accommodation is available from 3pm on your day of arrival. We ask that you vacate the property by 10am sharp on your day of departure.
  - Weekly hire periods are from Friday to Friday and short breaks are Friday to Monday and Monday to Friday.
  - A deposit equal to 25% of the total hire cost is payable at the time of booking. Once the booking has been confirmed and email confirmation issued, the deposit will form a binding contract between The Client and Old Hall Farm Holiday Cottages. Deposits are non-refundable unless the owners are unable to accept the booking.
  - The full balance is due 8 weeks (56 days) before the first letting day. If this is not received we have the right to cancel the booking and the deposit will be lost. Please note that we DO NOT send reminders.
  - Cancellations by the client must be in writing. If the client cancels the holiday, they will be liable for the total cost of the holiday unless the owners are able to re-let. If we are able to re-let the accommodation, all monies less the deposit, expenses, costs and losses incurred by the owners will be refunded. **We strongly recommend the client takes out a cancellation insurance to avoid any loss.**
  - **Until Further Notice and applying to bookings taken after 29th May 2020 until 31st December 2020.**  
As a result of the Covid 19 pandemic, if the Government imposes a travel ban either generally or in respect of an individual, and therefore either the owner and / or the client are obliged to cancel the booking, the owner agrees to defer for up to 12 months from the date of the cancelled booking, or if requested, to make a full refund of all monies paid up to the point of cancellation including deposits.
- The accommodation may not be sub-let and the numbers on the booking form must not be exceeded.
  - The owners or their representative shall be allowed access to the accommodation at any reasonable time for maintenance or inspection.
  - The owners accept no responsibility for any injury, sickness, loss or inconvenience, directly or indirectly caused by or arising from the use of the properties or access. We do all that we can to ensure that the accommodation is kept to a very high standard.
  - The client shall take all reasonable care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and condition and in the same clean and tidy condition at the end of the rental period as at the beginning.
  - Please note, we are happy to accept one, small, well behaved dog in Henry's Barn and The Old Corn Mill but the `dog house rules` must be obeyed.
  - You are responsible for reading our safety information on arrival at the property, and your entire group complying with that throughout your stay. This includes safety rules regarding use of the playbarn and the swimming pool.
  - Please note no access on foot is permitted into the farmyard.

## OLD HALL WALPOLE SWIMMING POOL RULES (Pool open Easter to end September)

This pool is unsupervised and hence you are fully responsible for your own safety. Each party must nominate a responsible person (RP) to take charge whilst using the pool. This RP must be over 18 yrs, a competent swimmer, and remain either in the pool or poolside whilst their party are using the facility. Nobody is permitted to use the pool unless the RP for their party has signed the relevant disclaimer.

- **Before using the pool** please read and comply with all the safety information / signage, and familiarise yourself with the emergency procedures and life saving equipment provided. Ensure all members of the party are aware of these rules, and which end is the deep / shallow end
- The pool (and associated path / steps leading to it) are only open during daylight hours and during the slots specified on the noticeboard within the laundry room (cottage guests), else as otherwise agreed with Lucy Winter.
- Unless by prior agreement with Lucy Winter, the maximum number of users permitted within the pool at any one time is 10.
- Please secure all doors on leaving the pool, using the head height hooks provided.
- Footwear must be worn when walking to and from the pool, and all shoes removed before entering the pool building.
- Babies and young children (where necessary), must wear swim nappies. In the event of any solid fouling incident in the water, evacuate the pool immediately and contact Lucy on 07827 921567 or 01986 784345.
- Please do not swim in the pool if you have suffered from diarrhoea within the last 14 days.
- Please shower before entering the pool.
- Please report any damage or accidents / incidents to Lucy without delay.
- In the event of any concerns regarding the look / smell / quality of the pool water, all users must leave the water and pool building immediately and report the concerns to Lucy Winter without delay
- Nobody should enter the pool if they have a medical condition which could affect their safety or that of others whilst using the pool.
- No lone swimming is permitted; there must be at least two persons present at all times.
- It is recommended that nobody uses the pool within 30 minutes of finishing a meal.
- Whilst using the pool please note :-
  - No Running
  - Diving only in the deep end
  - No actions which could endanger anyone's safety
  - No Smoking
  - No food, drinks or glass allowed in pool area
  - No swimming under the influence of drugs or alcohol
- The owners reserve the right to request that any person, or party deemed to be acting unsafely within the pool area or not following the pool safety rules, to leave immediately. Re-entry into the pool area may not be permitted during the remainder of their stay, and no refund will be available for the loss of this facility.

## DOG HOUSE RULES

- We allow one small / medium size, well behaved dog in The Old Corn Mill and Henry`s Barn. The Old Dairy remains pet free.
- Please keep your dog/dogs on a lead when you first arrive, around the courtyard and when you set off and arrive back from your walks.
- Should your dog be wet and muddy when you come back from a walk, please hose them down and rub them dry using the coloured dog towels provided. Do not allow the dog back in the barns until they are fully dry.
- Under no circumstances use the white towels from your beds!
- Please keep your dog / dogs on leads when you cross the fields where there are livestock and obey the Countryside Rules at all times.
- There may be other guests who are not `dog lovers` or with small children in the other cottages so please be mindful.
- Under no circumstances do we allow dogs upstairs or on the furniture.
- Please bring your own dog beds.
- No dogs on our furniture at any time and certainly not upstairs.
- We regret that dogs that bark continuously are not allowed at Old Hall Farm. We have other guests around the courtyard.
- Please do not leave your dog / dogs alone in the properties.
- Poop control! Please pick up after your dogs at all times.
- Many thanks for keeping to the rules and I hope you enjoy many of the lovely Suffolk walks with your 4 legged friends!