

Grimblethorpe Hall Country Cottages

Terms and Conditions

Availability & Booking

Please see our website www.grimblethorpehall.co.uk, email us at enquiries@grimblethorpehall.co.uk, or call us on 01507 313671 or 07774 637056 to check availability. Please note the person making the booking must be 18 year or over.

Please complete the booking form on the website if booking online, we will forward a booking form by post if booking by phone. Please note that we cannot accept additional guests/pets without prior agreement. A non-refundable deposit of 20% is required to secure the booking and the balance is due 6 weeks prior to your stay. We accept Cash, Cheques (made payable to "Grimblethorpe Hall Country Cottages"), Bank Transfers (Sort Code: 40-30-26 & Bank Account No: 91522124, please add your surname as a "Payment Reference") or Debit/Credit Cards.

Cancellation

We hope you won't need to cancel. All deposits are non-refundable. Cancellations of less than six weeks prior to your stay are non-refundable, unless we are able to re-let the cottage. Should we need to cancel your booking our liability is limited to a full refund only. Visitors are responsible for their own holiday/travel/cancellation insurance.

Arrival and Departure

Your cottage will be ready to welcome you from 4pm on your date of arrival (and before 10pm please) and we kindly ask that you could depart by 10am on your date of departure. If access is required earlier than 4pm then please notify us when booking. Please collect your cottage key from the The Hall, Farm Office or Key Safe (if previously agreed). If you have queries for finding us, please phone 01507 313671 or 07774 637056.

Children

We welcome children of all ages. Parents and carers must be responsible for children at all times. We can provide a cot, high

chair/booster and stair gate – please let us know your requirements when booking.

Pets

Pets are welcome in Anvil, Barn and Shepherds but not The Coach House. The charge is £25 per dog per stay and details should be included on the booking form. We request that pets are not allowed on chairs and beds and are not left in the cottage unattended. Would you please ensure that vaccinations, worming and flea treatments are current. We recommend that dogs are kept on a lead (however if in a dangerous situation near livestock it is safest to release them from the lead) and that you kindly use poo bags.

Wi-Fi

This is provided free of charge however we cannot always guarantee 100% internet availability. Guests are forbidden from using the internet to access illegal or obscene material. We do not accept any responsibility for computer viruses.

Smoking

All cottages are non-smoking, which includes vapour smoking. Smoking is allowed externally at the cottages but not near the farm buildings or farm land.

Damages / Breakages / Behaviour

We expect you to take care in the cottage and leave it in a clean and tidy condition. Guests are liable for the cost of repairs or replacement to damaged items and ask that you report damages immediately. We reserve the right to access the cottage at any time (even in the absence of guests) for maintenance purposes. We reserve the right to ask any guests to leave if we consider them detrimental to the cottage/farm building/farm land/other guests or ourselves.

Personal Injury / Loss of Property

We cannot accept liability for death or injury sustained by any visitor, or for the loss or damage to any property brought onto the premises. We are a working farm and whilst we hope that you enjoy the wonderful setting we do ask that you exercise care on the farm land (some of

which is electric fenced and barbed wired), near water and around livestock. Would you kindly drive carefully on the approach to the cottages, there is a speed limit of 10mph on site, and ensure all gates are closed behind you. Guests are requested not to touch farm machinery or go into the farm buildings. Thank you.