



## **WILLOW BARN BOOKING TERMS AND CONDITIONS**

Last updated: May 2025

Thank you for choosing to book Willow Barn. We look forward to welcoming you. By making the booking you are entering an agreement with us to rent Willow Barn for a holiday of a specified number of days at an agreed rate. Please read our terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

### **Terms and conditions**

#### **Prices**

The price agreed is for accommodation only, inclusive of: electricity, heating, linen, towels and some toiletries.

#### **Payment**

All bookings made directly with us are subject to immediate payment and are not effective until a receipt is issued. We will honour verbal agreements to book Willow Barn for 48 hours, but if payment for the full amount agreed is not received within that time, the booking will not proceed.

#### **Cancellation and Insurance**

By making your booking, you are entering into a legal contract with Emma and Jake Hopkins. Willow Barn is part of their home. Should you need to cancel the booking, please inform us in writing as soon as possible. The terms are as follows:

- If cancellation is made before 7 days / 15:00 of your scheduled arrival date, we will give you a full refund
- If cancellation is made between 2-6 days / 15:00 of your scheduled arrival date, we would offer you the choice of re-scheduling your stay for the same number of days (subject to availability & £25 admin fee), within six months of original booking or a partial refund of 50 per cent of every night, expect the first one. For example, two-night stay @ £300 = first night £150 non-refundable and the second night @ 50% refund = £75 total booking refund.
- If cancellation is made less than 2 days / 15:00 of your scheduled arrival date, then the amount you have paid is forfeited and non-refundable.

We recommend that you take out comprehensive holiday insurance against the possibility of having to cancel your holiday for some unexpected reason.

#### **Non-availability of Accommodation**

We would only cancel your holiday if your accommodation was unavailable for unexpected reasons beyond our control. We would, however, in such circumstances, attempt to offer you alternative accommodation, or re-book a stay with us at another date. If this proves not possible, or is not acceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

#### **Arrival**

Your accommodation will be available to you from 15:00 on the day of arrival, unless otherwise arranged in writing. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing Willow Barn for your stay. You will be sent details via email regarding key retrieval prior to your stay.

#### **Departure**

Your rental ends at Willow Barn by 10:00 on the day of departure (unless late check out has been agreed for a small fee). Please leave by then to allow us time to prepare for the next guest.

#### **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. We ask you to report any breakages or damage as it occurs. 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. Lost keys/fobs will be charged at £100 per key.

#### **Liability**

We do not accept any liability for any damages, 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. The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds. The owners are not responsible for the loss of any personal belongings or valuables of the guest.

#### **Pets**

Under no circumstances are pets allowed.

## **Terms & Conditions continued:**

### **General**

No smoking or vaping is permitted in the barn.

Barbecue – use within the designated outside area. After use, please clean the barbecue and any utensils used.

Candles are not allowed inside the barn.

Please do not move any furniture from one room to another.

Please remove shoes before entering the barn.

Please remember to switch off lights and any electrical appliances when you go out.

All inventory must remain in the property and not be taken to another property.

If any keys issued are not returned at the end of your stay, there will be £100 per key charged to you.

No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.

No commercial photography and filming allowed unless agreed in advance

### **Accessibility**

Willow Barn is not suitable for wheelchair users as the principal part of the accommodation is on the first floor and can only be accessed via stairs.

### **Restrictions**

Bookings cannot be accepted from persons under eighteen years of age.

No parties or events – the maximum number of persons using the accommodation at any time must not exceed two people and only those listed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

The client may in no circumstance re-let or sublet the property, even free of charge.

### **Data Protection**

We will not, in any circumstances share your personal information. We do not sell, communicate or divulge your information to any third party. For full privacy policy please refer to our website [www.willowbarnsuffolk.co.uk](http://www.willowbarnsuffolk.co.uk)

### **Our rights**

The owner reserves the right to refuse a booking without giving any reason.

We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.

We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking may impair the enjoyment, comfort or health of others.

### **Security**

Please lock the doors and close the windows when you leave the property unoccupied.

Please be aware we have CCTV installed outside the barn for guests' protection and reserve the right to keep recordings in the event of prosecution.

***This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.***

***Thank you for choosing Willow Barn, a warm welcome awaits you.***