



*Parsonage Farm Holiday Cottages, Clyffe Pypard, Wootton Bassett,
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Parsonage Farm Holiday Cottages Booking Terms and Conditions

Thank you for choosing to book with Parsonage Farm Holiday Cottages. 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, which has been laid out in alphabetical order.

Acceptance of Children

Children are welcome to this property providing they are well behaved and supervised at all times. Any damage done to the property will need to be charged for, eg. Play dough stains on cotton sheets, crayons in the carpet or on walls, etc.

Arrival

Your accommodation will be available to you from 3pm 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 cleaning and preparing the accommodation.

Bookings

All bookings start on a Friday or a Monday and will be three, four or seven night stays. Availability can only be confirmed, by either a letter or email, upon receipt of the deposit of 25% of the total cost of the accommodation. The balance of payment must be made 40 days prior to the start date of your holiday, where possible.

It is your responsibility to check that all the details on the Booking Confirmation are correct, please contact us immediately if there are errors.

Cancellation and Insurance

By making your booking, our agreement is a legal contract and your deposit is non-refundable. Cancellations must be made either by email or in writing. If you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even if we have not yet received your balance.

If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it, less a 10% administration fee.

Please note that your deposit is not refundable under any circumstances. We would recommend that you take out cancellation insurance to cover this cost.

Damages and Breakages

Please take care when staying in our cottage. 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, by invoice, of £15 if you did not report this.

Departure

Please be ready to leave the accommodation by 10am on the day of your 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 – eg. Barbeque and coals or gas, internet.

Late Arrival Procedure

Please ensure you contact us no later than 5pm to let us know if you will be arriving late.

Laundry Facilities

Full facilities are available either in each cottage or in the centrally located Laundry Room.

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 our employment. When outdoors or using any of the play or gym equipment we expect parents to supervise all children all of the time. Please sign the disclaimer before using any equipment in the gym.

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. Our liability would not extend beyond this refund.

Parking

Plenty of free off-street parking is available for the duration of your stay.

Payment

As we now have the Paypal Email payment system in place this will provide very safe, secure and fast payment. All other methods of payment should be made by Personal cheque, Bankers cheque or Postal cheque, and these should be made payable to 'J Knapp & Co'.

Pets

Well-behaved pets are permitted by prior arrangement only, at the additional cost of £20:00 per pet/per week to cover extra cleaning and extra lawn maintenance.

Prices

The price of the accommodation includes the following - electricity, linen, towels, cleaning, hot water, central heating, welcome pack and VAT.

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. Please let us know if you do not want us to contact you with information in the future.

Registration

It is a legal requirement that you complete our Registration Form. This is a document which we must have available for the authorities, if they need to view it. In the case of emergency or someone going missing, etc this information can be vital for the police or in the case of fire, we must have a register of all inhabitants.

A very warm welcome awaits you at Parsonage Farm Holiday Cottages from Douglas Knapp and Debbie Snell.