

THE OLD HEN HOUSE, ST AGNES

Terms & Conditions

1. Before completing your booking form, please make sure you've confirmed availability of your chosen holiday dates - unless you opt to book via Airbnb. (Please note, you are likely to find it better value to book direct.)
2. Once availability is confirmed, you'll need to complete a booking form – or email us the details online - and send a deposit of 30% of the holiday's cost.
3. Please pay the deposit within 7 days of the booking via online bank transfer.
4. We will email you to confirm your booking once we have received the deposit.
5. The remaining 70% balance of payment (plus any costs for dogs) is due 6 weeks prior to your holiday (or immediately if your holiday is booked within the six-week period).
6. Also required is a £150 deposit against damage, non-payment of extras, excess cleaning or breach of these Terms & Conditions. This will be fully refunded after the holiday assuming all is well.
7. If you have an electric vehicle, a portion of the £150 deposit will be used to pay back any electricity used to charge your vehicle during the course of your holiday. (Charges will be cost price.)
8. Requested extras – such as the veggie boxes or meal on the first evening – can be paid for when you arrive for your holiday.
9. In the event of a cancellation by you (the visitor), a full refund less £80 admin fee will be offered up to 6 weeks before the holiday date. Within 6 weeks of the holiday due to be taken, assuming the balance has been paid, you will receive a refund of 75% of the total price but only if the Old Hen House is re-let for those dates. If the property is part re-let you will receive a proportionate refund.
10. Cancellations due to Covid-19 will be refunded in full, less an £80 admin fee. You will need to provide proof of a request to self-isolate and/or proof of a positive test.
11. In the event that the booking has to be cancelled by us (The Old Hen House) a full refund will be forthcoming. We recommend you take out independent holiday insurance.
12. Dogs (maximum two) are allowed by prior arrangement. There is a £30 charge per week per dog (or £5 per night per dog). We reserve the right to turn down a booking if we feel uncomfortable with the breed of dogs, given our livestock at the small-holding.

13. Dogs should not be left unattended in the cottage during the day time.
Evenings are okay if you are out for dinner and they are relaxed to be left.
Please DO NOT allow them on the beds.
14. Other family and friends are welcome to visit you whilst you are on holiday, but only those people named on the booking form may sleep at The Old Hen House.
15. On your day of arrival, you are welcome to arrive anytime from 3pm. If you're going to arrive after dark, let us know and we can turn on some lights for you.
16. On your day of departure, please vacate the property by 10am so that we can prepare the property for our next guests.
17. The Old Hen House should be left in a clean and reasonable condition. Please report any breakages when they happen rather than at the end of your stay. Whilst we accept minor breakages do happen occasionally, excessive damage or cleaning will have to be paid for, particularly by dogs.
18. **The Old Hen House is a non-smoking property.** Smoking is strictly prohibited both inside and outside the Hen House. (Sorry, we don't even like vaping.) Evidence of smoking will result in your deposit being forfeited.
19. We cannot accept any responsibility for the loss or damage to visitors' property. It is the responsibility of the Old Hen House visitors to apply reasonable security when it is left unattended (for example on days out). Please close the windows and lock the doors.
20. We will not be held liable for any accidents incurred by the named occupants of the Old Hen House or visitors who happen to be visiting them. All risks of general living are solely the responsibility of the occupants (and/or their visitors) and not the owners.

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