



Holiday Let Terms & Conditions

1. THE CONTRACT

Thank you for choosing to book with Worton Park. Any reference to either 'us' or 'we' in these Booking Conditions refers to Worton Farms Ltd. as the owners. 'You' and 'your' refer to the person making the booking and all members of the booking party. UK Law will govern the Contract. The contract is for the hire of the property for holiday purposes and short-term stays only. The party leader must be at least 18 years of age at the time of the booking.

2. PAYMENT & CONFIRMATION

Payment	Due Date
20% Deposit	Due on booking
80% Balance	Due by 8 weeks prior
Refundable Damage Deposit (Amount as stipulated in your booking form)	Due 10 days prior

Your deposit is a non-refundable booking fee covering the administrative costs we incur in processing your reservation.

If you book less than 8 weeks before arrival, full payment will be required on booking. If we have not received the damage deposit before your arrival access to the property will be denied. After your stay we will contact you to advise if there are any outstanding damage issues; if not we will return the full damage deposit.

Payments can be made by bank transfer or by debit/credit card securely online. An invoice will be sent to you with details. Should a fee be incurred for return of funds e.g. overseas payments by a bank or other financial institution, this will be deducted from the returned amount.

Your booking is only confirmed once we send you a booking confirmation email. You will receive this only after the deposit has been paid and the signed booking form has been returned to us.

3. CANCELLATION BY YOU

In the event of cancellation you must send written confirmation immediately. You may cancel your booking at any time; however the following charges will apply:

Number of weeks before arrival date that notification is received	Cancellation charge as % of total stay cost
More than 8 weeks	Full deposit (20%)
8 week or less	100%

We will make every effort to resell your cancelled dates. If we are successful, we will issue the following refund:

Value of Resale	Refund Issued
Property resold at the same or greater booking value	All monies paid by you less £50 admin fee
Property resold at lower value	All monies paid by you up to the value of the new booking less £50 admin fee

Examples:

- i. You cancel your booking for a 2 night stay at £1500. We resell the same dates for a 2 night stay at the same rental price. You received a refund of £1450 (£1500 - £50 admin fee).
- ii. You cancel your booking for a 3 night stay at £2500. We resell the property for a 2 night stay over some of your dates for £2000. You will receive a refund of £1950 (£2000 - £50 admin fee)
- iii. You cancel your booking for a 2 night stay at £1500. We resell the same dates for a 2 night stay but a lower rental price of £1200 e.g. due to the need for a late availability offer or agency commission. You receive a refund of £1150 (£1200 - £50 admin fee)

You will remain liable for the total cost if the property remains un-let and therefore **we strongly advise you to make your own cancellation insurance arrangements.**

4. CANCELLATION BY US

We reserve the right to cancel any booking in advance and you will be refunded the full amount of the booking.

If by reason of Force Majeure (circumstances beyond our reasonable control including act of god) the property is not available at the commencement of the time booked by you or the property is unsuitable for letting at that time, we shall not be deemed to be in breach of contract but shall refund you in full.

If we have to terminate your holiday early, for reasons other than you breaching the terms of your booking, you will be refunded part of the rental fee based on the time remaining of the booking.

For any of the above circumstances, we will not be liable for any consequential loss you may suffer and no additional compensation, expenses or costs will be payable.

5. PERIOD OF HIRE

Arrival is from 3pm and departure is by 10am. Arriving or departing outside of these times may result in you being charged a further day's rental. Please note that due to the housekeeping schedule, the check in and check out times are not able to be extended.

The agreement to stay in the property for the period of hire does not create the relationship of Landlord and Tenant between the parties. You shall not be entitled to a new tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or at the end of the Holiday Period.

On departure, the property is to be left clean and tidy. We reserve the right to charge if the property is found to be in an excessively dirty condition.

6. NUMBER OF PERSONS USING THE PROPERTY

The property must not be occupied by more than the maximum number of persons stated in your booking form. If you wish to have visitors to the property this must be agreed with us in advance and under no circumstances are they permitted to stay overnight in the property.

7. LIABILITY

Worton Farms Ltd. its employees and representatives shall not be liable to you or your party for loss or damage to property however arising. You must make all necessary steps to safeguard yourselves and

Worton Farm Office, Worton Park, Cassington, Witney OX29 4SU Telephone: 01865 882644

Email: info@wortonpark.co.uk Web: www.wortonpark.co.uk

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your property.

Any vehicle of yours or any third party making use of the property during the period of your reservation is left entirely at the risk of the owner of the vehicle.

The use of accommodation and any associated amenities, where offered, e.g. leisure facilities, are entirely at the users risk and no responsibility can be accepted for injury, or loss/damage to user's or visitors belongings.

The swimming pool does not have a lifeguard and therefore users are reminded that all children should be supervised by an adult at all times and they use the pool at their own risk.

8. CARE OF THE PROPERTY

You agree to:

- a) Take reasonable care of the property, its furniture, pictures, fixtures, fittings and effects, and to leave them in the same state of repair and in a reasonable clean and tidy condition at the end of the rental period.
- b) Ensure that when vacant the property is securely locked and windows are closed.
- c) Not use the properties for any obtrusive, noisy, dangerous, offensive, noxious, illegal or immoral behaviors and activities or carry on there any act that may be a nuisance or annoyance to the owner or other neighbouring properties. The result in doing so will result in the loss of the security deposit.
- d) Not leave minors unsupervised in the property.
- e) Not have outside music
- f) No outdoor activity after **10:00pm** and to ensure noise levels are not excessive or anti-social for duration of stay. Amplified music is **not** allowed without the estates permission.
- g) Not smoke or use e-cigarettes inside the property. All properties are strictly non-smoking.
- h) Pay for any damage or loss however caused, excluding reasonable wear and tear incurred during occupation; which on agreement will be deducted from the damage deposit.
- i) Take all due care in the properties and surrounding land and to be responsible for your own safety at all times. If in our opinion any person is not suitable to continue their occupation of the property because of unreasonable behaviour, damage or nuisance to other parties, the contract may be discharged and we may repossess the property immediately. You will remain liable for the whole cost of hire and no refund shall be due.

9. DAMAGES AND BREAKAGES

You are legally bound to reimburse us for replacement, repair, or extra cleaning costs, which upon agreement will be deducted from the damage deposit paid.

10. CAR CHARGING

Charging electric cars directly from the property is not permitted. If you wish to charge your vehicle, there are several charging stations in the locality, including one in the south car park at Worton Park.

11. WI-FI

Wi-Fi is provided for your reasonable use provided your usage is lawful. This service must not be used to view or download illegal content or images. Please note that Wi-Fi may only be available in communal areas and intermittent connection problems can sometimes occur due to the nature of the property and therefore should not be relied upon.

12. RIGHT OF ENTRY

We shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

13. PROBLEMS & COMPLAINTS

Every effort has been made to ensure that you have an enjoyable stay with us. However if you should encounter any problems or cause for complaint please contact us immediately to give us the opportunity to resolve it. We value your custom and want you to return.

14. DATA PRIVACY STATEMENT & COOKIE POLICY

See our Privacy Policy here - <https://www.wortonpark.co.uk/privacy-policy>

See our Cookie Policy here - <https://www.wortonpark.co.uk/cookie-policy>

15. PETS

Dogs are welcome in our properties if we are notified in advance and the dog fee is paid. We charge £65.00 for one dog or £85.00 for two dogs (this price may vary for longer lets). All dogs must be well behaved and house trained. Please keep dogs downstairs and off all soft furnishings. Dogs must not be left unattended in the property and please ensure all dog hair is vacuumed before your departure. Dogs should be on a lead at all times when outside include the property's garden. All dog waste is to be collected and disposed of appropriately. Any failure to comply with these terms can result in fines being taken from your damage deposit.

16. SWIMMING POOL

Our pool at Worton Park (OX29 4SU) is not lifeguarded and is only open during the summer season - usually the months of May through to September.

The pool is available for your use after your check-in time and before your check-out time and should not be used either side of this. The pool opening times are as follows:

Summer Months Only:

Mon-Fri: 7-8.30am, 1-2pm and after 5pm

Saturday: Dawn to Dusk

Sunday: Closed

Please familiarise and adhere to the pool rules listed in the pool area. Under no circumstances can the pool be used under the influence of alcohol or drugs.

Please note this facility may sometimes be unavailable, whether this is for unscheduled cleaning/maintenance caused by guest misuse, or for private use, so its availability is never guaranteed. In these instances, we will always endeavor to notify guests accordingly when this is possible.

Young babies and young children must wear appropriate swimwear (e.g. swimming nappies) swimming in regular nappies or nude bathing is not acceptable.

Do not take glassware to the poolside. Plastic glasses are available in the properties for your use.

You must replace the pool cover after use to assist us in keeping the pool fit for your use.

17. GENERAL

- a) **Bed Linen and Towels** - Bed linen, bath, and hand towels are provided. Each property has 1 travel cot but no bedding is provided for this. Our towels should not be used around the swimming pool so please bring your own towels for use at the swimming pool.
- b) **Recycling** - Recycling is very important to us at Worton Park and we are part of several joint ventures in renewable energy and recycling. All guests are required to use the recycling facilities provided and dispose of all waste as illustrated in each property. If you inappropriately discard waste, we reserve the right to charge for external removal of this waste and this will be deducted from your damage deposit.
- c) **Lost Property** - If any personal property is left behind after your stay we will advise you as soon as possible. We can hold the item(s) until you can collect them or we can return them post. The postage and packaging fees will be deducted from your damage deposit.
- d) **Wood Burners** - When the wood burner is lit, use the fire guard. Make sure the fire is extinguished before going to bed or leaving the property. To maintain the efficient operation of the wood burner and flue pipe, please only use the seasoned wood provided by us, do not burn any other materials. Never leave the fire unattended.
- e) **Restricted Activities** - The following activities are strictly prohibited:
- The use of candles inside or outside
 - Fireworks
 - Chinese Lanterns
 - Swimming in the lakes and pond
 - Smoking, or the use of e-cigarettes inside the cottage.
 - Outdoor music
 - Outdoor activity after the hours of 22:00
 - Flying Drones – no fly zone
- f) **Marketing Materials** - The information provided in brochures and on websites is believed to be true and accurate as at the time of going to press and all reasonable efforts have been made to ensure that descriptions given to you in relation to a particular property are accurate. In any event you acknowledge that minor differences may arise between the photographs, illustrations and descriptions of a particular property appearing in the brochure or website and the actual property which are intended to give general guidance and do not form part of the agreement between you and us.