

Terms and conditions :

Terms of your booking

Introduction

The named person who makes the booking must be one of the guests who stays. She or he must be over 18 years old. This person is responsible for making sure that the terms of booking are adhered to.

Website accuracy

Whilst every care is taken to ensure that the details in this website, including any promotional emails, are correct at time of being published, we cannot accept responsibility for errors contained therein or results thereof. We are not responsible to you for unforeseen events or matters over which we have no control.

Online Booking

Please check all personal details at the time of booking. We cannot take responsibility for booking or personal detail errors. All address and contact information must be correct at the time of booking for a successful payment to be processed. In the event of an unsuccessful payment we reserve the right to cancel your holiday if payment is not received within 7 working days.

All communications are sent via an automatic email server and rely on a valid email address being supplied. We cannot take responsibility for loss of communication e.g. booking confirmation emails etc. If contact information is incorrect. We will make every effort to supply you with the relevant booking confirmations and receipts.

Communicating with you

We carry out most communication with you by email. We tend to phone only in emergency or if we can't get you by email. We'll keep your details on record, but only basic information will be kept . We promise never to pass information on to other companies.

How to pay

All payments need to be made in pounds sterling.

At the time of booking you can either:

Pay in full, or, as long as the start of your holiday is more than 14 days away, you can opt to pay £7.00 per night of the full amount to secure the booking, and pay the balance on arrival (2020)

The easiest way to pay for your holiday is online, through our secure payment system provided by "Take Payment". If you pay by credit card, your card provider may charge you a fee, but there is no fee for paying by debit card.

We will notify receipt of all payments, by email. It is also possible to pay by cheque, please enquire.

Non-availability

In the very unlikely event that the pitch you have booked becomes unavailable or unsuitable for your holiday for reasons beyond our control, we will make every reasonable effort to arrange suitable alternative accommodation. If this is not possible, or is not acceptable to you, all rental monies paid in advance will be refunded in full and you will have no further claim against Pool Bank Farm CL.

Cancellations

If you have to cancel, the following charges will be made:

0 – 14 days from holiday start date, no refund.

14 – 28 days from holiday start date, full refund less deposit.

Over 28 days, full refund

Arrival and departure times

We request that you arrive at or after 1:00pm on the first day of your stay, and depart by 12:00am on the last day. This is to make sure that outfits do not meet on the single track road to the site

Dogs

Dogs must be kept on close supervision at all times, obviously you will pick up after your dog at all times and will take exceptional care to check areas when you leave!