

1. General

- (a) All persons using the premises do so entirely at their own risk and no responsibility will be accepted by West Down Farm for loss or damage to vehicles or other effects or equipment however caused.
- (b) No refunds can be made for early departure.
- (c) Loss or damage, for which any occupier of the accommodation may be responsible, will be paid for in full before departure.
- (d) The first named person is responsible for the booking and should be over 18 years old.
- (e) Noise should be kept to a minimum after 10.30pm.

2. Bookings

- (a) Off-line bookings may be made in two ways:
 - (i) by post, enclosing a completed booking form (below) and deposit cheque of the first night's room costs - by cheque or credit card. Cheques will require a 5 day clearance period.
 - (ii) by telephone, with a deposit of the first night's room costs - by credit card. A booking form can be completed on arrival.
- (b) On-line bookings

Payment is required in full and guests must agree to our terms and conditions during the booking process.

3. Admissions

- (a) We reserve the right to refuse any booking, the right of admission is also reserved.
- (b) No rooms are available for parties of under 18s unaccompanied by an adult.

4. Check-In and Check-Out

- (a) Rooms are available from between 4.30pm and 7.00pm unless otherwise agreed.
- (b) Guests are required to vacate the room by 10.30am.

5. Refunds

All refunds are made at the discretion of the proprietors. If payment is required in full due to a specified event, no refund will be given.

6. Charges

The balance of charges must be paid on or before arrival.

7. Smoking

We operate a no smoking policy.

8. Cancellation Charges

In the event of cancellation, the following charges will be made:

- (a) 7 days or less - deposit will be forfeited.
- (b) Longer than 7 days - at the discretion of the proprietor.