

## **The Stables - Terms and Conditions (updated 7 February 2021)**

gocountryside.uk is a partnership owned by Mrs B H Hurren and Dr P J Hurren. gocountryside.uk is referred to as "us" or "we" in this document.

Before booking, please read carefully these Terms and Conditions and all other relevant information, including on the website [www.gocountryside.uk](http://www.gocountryside.uk). If you are not sure of any points please email [stay@gocountryside.uk](mailto:stay@gocountryside.uk) or call us on 07375 077551 for clarification.

A contract between you and us will come into existence when we have received your booking and payment and you have received the Booking Confirmation from us. Before booking it is your responsibility to ensure that you and your party have read, understand and accept these Terms and Conditions.

The Stables are offered for the sole purpose of holiday lettings and you agree that your booking is for the sole purpose of holiday accommodation and accept that you are not offered any rights to the property other than the right to occupy the property as holiday accommodation for the period of your booking.

### **Making your booking**

All guests at The Stables must be at least 18 years old at the time of booking. By making the booking through our website you confirm you and your party agree the booking will be governed by these Terms and Conditions. You are responsible for making all payments due to us.

### **Pricing**

Our prices may be subject to review and change at any time. The price agreed and confirmed with you will not be changed for that booking. All prices include all charges and VAT.

The accommodation price is for you and up to one other staying at The Stables for the agreed period. It includes utilities (gas, water, electricity, business rates) and Wi-Fi. It does not include any type of personal possessions or travel insurance, it is recommended that you have appropriate travel insurance in place to cover you.

### **Cancellation - Covid-19 lockdowns**

We operate in accordance with UK government guidance on pandemics. For government-led national or local Covid-19 lockdowns which impact your ability to travel for your booked holiday at The Stables, and/or which impact our ability to provide accommodation services to visitors, we will provide a full refund if the lockdown forces the booking to be cancelled.

The full refund applies only where Covid-19 lockdowns are in force. In cases of ill health due to Covid-19, the need to self-isolate, or any for other reasons, it is recommended that you have appropriate travel insurance in place to cover you for for these situations and the "Cancellation - Other reasons" terms and conditions below will apply.

### **Cancellation - Other reasons**

In the event of cancellation for other reasons the following charges will apply. To cancel or discuss alternatives, please contact us by phone on 07375 077551 or by email at [stay@gocountryside.uk](mailto:stay@gocountryside.uk) as soon as possible.

The refund amount will depend on how much notice has been given prior to the first day of the booking period. Standard refund amounts / cancellation charges are as below:

- 6 weeks or more notice: 95% refund (5% cancellation charge)
- 4-6 weeks notice: 75% refund (25% cancellation charge)
- 2-4 weeks notice: 50% refund (50% cancellation charge)
- 1-2 weeks notice: 25% refund (75% cancellation charge)

- Less than 1 week notice: 10% refund (90% cancellation charge)
- Less than 24 hours notice, or no notice: No refund (100% cancellation charge)

### **Cancellations by us**

Your booking will be honoured by us and only cancelled in exceptional circumstances completely beyond our control. Notification will be given of the cancellation and reason for cancellation as soon as possible and we will promptly refund all payments you have made to us. Our liability for cancellation will be limited to the payments you have made to us.

### **Events beyond our control**

We cannot be held responsible for events beyond our control. This includes:

- Natural disaster, acts of terrorism, war, riot or civil commotion, pandemic, malicious damage, fire, flood, snow or storm.
- Noise or disturbance which comes from beyond the boundaries of The Stables or Cleve Farm. If we know about a problem before you arrive, we will contact you to let you know.
- Any breakdown or malfunctioning of equipment such as white goods, pumps, boilers, internet, or the failure of public utilities such as water, gas and electricity. However we will do our best to address any issues as soon it is practically possible.

### **Information provided**

We aim to make sure that the information on our website and any other information we provide is presented accurately. We make reasonable efforts to make sure the information about the property and its facilities and services is accurate and as close as possible to the descriptions and photos, however we reserve the right to make any changes needed including variation to the items shown on the photos or described on our website. We provide Internet Wi-Fi free of charge but please note the signal quality is subject to availability and network conditions and there may be (exceptional) times when it may be down for 24 hours or more.

### **Insurance**

We recommend that you take out any travel insurance including personal possessions insurance you see as appropriate to cover you for your total stay.

### **Valuables**

While staying at The Stables the safety of your belongings is your responsibility and we will not be liable for any loss or damage. There is no safe at the property - Please take the necessary steps to keep your valuables protected.

### **Disabilities and medical problems**

Please discuss your needs and requirements before booking. We will do our best to support your stay but if we feel we cannot make the appropriate provisions for your particular needs we will let you know prior to your booking.

### **Arrival and departure**

You can arrive at any time after 4pm (unless a different time has been agreed with us) and we will make prior arrangements with you for the collection of keys. Your departure can be any time before 10am on the last day.

Please leave the accommodation in a clean and tidy state on departure. If additional cleaning is required over and above the norm, you will be liable for the cost of this cleaning.

## Other terms and conditions

You and other member of your party agree while at The Stables:

- To keep the property clean and tidy.
- To leave the property in a similar condition as you found it when you arrived.
- To behave in a way at all times which does not break any law.
- To use the property only for legal and holiday/recreational purposes.
- Not to sublet the property in whole or in part or otherwise allow anyone to stay in it who we have not previously accepted as a member of your party.
- Only one or two people can stay at The Stables. Pets are not allowed.
- Any visitors to the property require our advance consent.
- The Stables are no smoking (including E-cigarettes). You can smoke outside the property and dispose of the associated litter appropriately.

## Damage

You are responsible for, and agree to reimburse us, the full cost for replacement of any item damaged by you or your party.

## Right of Entry

We reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes. We will give you notice whenever reasonably possible. You agree to allow us access to the property as required.

## Unreasonable behaviour

We reserve the right to end a stay for any unreasonable behaviour and to recover any additional costs/damages incurred.

## Complaints

We want you to have a relaxing and enjoyable stay with us and will do our best to help with that in mind. If there is anything you are not happy with please let us know as soon as possible and we will do our best to resolve it.

## Your information

We will not process your personal data for any other purpose than for managing your holiday booking with us.

## Our address

Our postal address for any written correspondence is

**gocountryside.uk**

Cleve Farm

Churchstanton

Taunton

TA3 7PU

Email [stay@gocountryside.uk](mailto:stay@gocountryside.uk) Tel: 07375 077551

It is important you read and agree to the above Terms and Conditions before confirming your booking.