



Terms & Conditions

Contract

A booking is confirmed when you receive written confirmation from us confirming the dates and confirmation you have returned your signed booking form and payment. When you receive an e-mail from us, this signifies that both parties have entered into a binding contract which is subject to all the Swallet Farm terms and conditions. Please ensure the details on your booking confirmation are correct and advise us immediately if there are any errors.

When you confirm your booking by the payment of a deposit (see below) you are entering into a short-term holiday letting contract between you, the Guest, and the Owner/s of the property. Please read the following conditions carefully and ask for an explanation of any point that may be unclear to you.

1. Payment

1.1. The person making the booking must be over 18 years of age and certifies that he/she is authorised to agree and accept the Booking Conditions hereunder. They must ensure that details of all persons in the Guest's party are advised to the Owner/s. Any provisional booking made by telephone or e-mail will be kept for 5 days to allow for return of deposit payment. If payment is not received by then the booking is treated as cancelled.

1.2. Upon making a booking 20% deposit is due. The balance of the rental price and relevant breakage deposit is due no less than 8 weeks prior to commencement of the stay. The full rental price and relevant breakage deposit is payable at time of booking if the occupation date is less than 8 weeks from the date of booking.

1.3. If the balance is not received, the Owner/s reserves the right to cancel the booking and the deposit paid by the Guest will be forfeited. Should the Guest cancel prior to paying the balance, the deposit will NOT be refunded.

1.4. Receipt of deposit shall not constitute the confirmation of a booking. A contract only arises when we formally confirm your booking in writing via post or e-mail.

1.5. The prices stated are cash prices inc VAT and can be paid by direct bank transfer or credit cards. Charges @ 1.75% apply for credit card payments made via PayPal/Stripe which must be met by the Guest. Payment link for PayPal can be sent on request.

2. Damages Security Deposit.

2.2. A refundable compulsory £400.00 Security Deposit is taken for any Group stay, in respect of any damage incurred to the Property, damage or loss of contents, damage or loss to keys excessive or incorrect use of facilities, or other breach by You of these Terms.

2.3 The Owner/s is entitled to deduct from the Security Deposit in the following circumstances:

2.3.1. Should You or any member of the party damage the Property, or any equipment or fittings at the Property, or leave it in a condition where additional cleaning is required (being any cleaning over and above which We consider (at Our discretion) to be necessary in the usual course):

2.3.2. Should You or any member of your group be in breach of any of the Terms & Conditions:

2.3.3. Should the Owner/s be required to remedy any damage caused to the Property during the Rental Period:



2.3.4. To fully charge for additional guests which have not been approved in writing to attend by the Owner/s:

2.3.5. The Organiser/Lead Guest must report any damage immediately to the Owner/s:

2.3.6. If no deductions are required, the Security Deposit will be returned within 7 days following the end of your stay upon confirmation that there is no loss, breakages or damage to the property or breach of our booking terms and conditions. We will contact You shortly after your stay regarding the return of the Security Deposit by e-mail.

2.3.7. Should a claim be made by the Owner/s against the Security Deposit, details of such a claim will be provided to You within 7 days of the end of your Rental Period (or after such longer period as may be required in order for the deductions to be calculated).

2.3.8. Should the Security Deposit provide insufficient remedy, the Owner/s shall have the right to recover any sum from You so as to make up any shortfall.

2.3.9. In the event that You or any member of your party causes severe damage to the Property which results in the Owners/s having to cancel subsequent bookings and/or pay compensation to any person due to the Property being left in an uninhabitable stay by You, or which reduces the services offered to subsequent guests, You shall indemnify the Owner/s in full for any loss incurred by them which the Security Deposit does not cover.

3. Cancellation

3.1. In the event of cancellation, initial 20% deposits are non-refundable.

3.2. Any cancellation must be sent to the Owner/s in writing and must be made by the Organiser/Lead Person who signed the booking form. The effective date of the cancellation will be the date that the Owner/s receives written instruction.

3.3. If the booking is cancelled by the Holiday Maker, the following cancellation charges will apply.

3.3.1. Days before commencement of holiday ~ Cancellation charges:

3.3.2. More than 56 (8 weeks) days Loss of 20% deposit.

3.3.3. Less than 56 (8 weeks) days the full cost of the holiday, however the Security Deposit will of course be returned in full.

3.4. We strongly recommend that you take out comprehensive insurance that covers unforeseen events of any kind. It is inexpensive and can be obtained from any good broker.

4. Non-Availability

4.1. In the unlikely event that the holiday accommodation ceases to be available for the period of the booking due to problems with the house or its facilities. We have the right to cancel your Booking in advance in writing and you will be refunded the full amount of the booking. We would only cancel your Accommodation if it was unavailable for reasons beyond our control such as fire, flooding or structural problems. We would attempt to offer you alternative accommodation. However, if this was not possible, or unacceptable to you, then a full refund will be given of any monies paid to the Owner/s. Our liability would not extend beyond this refund.

5. Travel Insurance



5.1. We recommend that you take out comprehensive cancellation insurance that covers UK self-catering holidays due to situations such as adverse weather, ill health and bereavement or any unforeseen events preventing you from staying in the property.

6. Events Outside of Owner/s Control

6.1. The Owner/s will not be liable or responsible for any failure to perform or delay performance of any of Our obligations under these Terms that is caused by an Event Outside of Our Control.

6.2. An Event outside of Our Control means any act or event beyond our reasonable control, including without limitation, strikes, lockouts, or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war, (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks, power networks or water supplies, local building works or roadworks, transport interruptions, delays or cancellations.

6.3. Please refer to clause 5 (Travel Insurance)

6.4. The Owner/s cannot be held responsible for the failure of public services such as water, electricity, etc. but we will make every effort to see the failure is corrected as soon as possible.

7. Changes to Booking

7.1 The Organiser/Lead Guest may request a change to the Booking by contacting the Owner/s in writing.

7.2 Any changes to the booking are permitted at the Owner/s sole discretion.

8. Arrival / Departure

8.1. Unless otherwise agreed the letting commences at 4 pm on the day of arrival and ends at 11 am on the day of departure. Early arrival and late departure are not possible unless previously agreed and may incur an additional charge. Failure to comply will result in additional charges of £30.00 per hour taken from the Security Deposit and you will be asked to leave the property immediately.

8.2. Prior to departure, please ensure that you have all your belongings, that all food and rubbish is removed from the property, doors and windows are locked.

8.3. Remember to return the key to the keysafe. Failure to return the key to the keysafe when you leave the property at the end of the stay will incur a key replacement fee of £50.00. Do not change or attempt to change the code on the keysafe or tamper with the mechanism as this will result in breakage.

8.4. The period after your stay could be booked by other guests, so please respect departure times so that we have enough time to prepare for the next group of guests (the result of your late departure could incur charges against your Security Deposit as a result of house-keeping staff being prevented from accessing the property at the agreed departure time).

9. Use of the property



- 9.1. The maximum number of persons to be accommodated in the property is 26, subject to agreement with the Owner/s and must not be exceeded. Failure to comply to this voids our Insurance.
- 9.2. The number of guests occupying the property must not exceed the number of guests as detailed on the booking confirmation and you must not significantly change the makeup of the party during your stay. There is additional charge of £30 per guest per night above the number of guests booked.
- 9.3. No additional guests are allowed without prior written consent and must be agreed by the Owner/s in writing and paid for prior to your arrival.
- 9.4. You must not sublet or share the property with anyone not nominated at the time of booking.
- 9.5. Guests must use the property for personal and domestic purposes only and not for commercial purposes.
- 9.6. We reserve the right to refuse entry to all Guests (or to require Guests to vacate the Property immediately without any refund if these conditions are breached).
- 9.7. Any over-occupancy is considered to be a serious infringement of the Terms and Conditions.
- 9.8. The Owner/s reserves the right to refuse to allow access to the property or end the hire without notice and without refund in the case of a breach of this Condition.
- 9.9. We will treat any of these circumstances as a cancellation of the booking. We reserve the right to make further charges in the event of damage to the facilities caused by excessive usage, or charge made per additional person per night.

10. Holiday Makers Responsibilities and Obligations

- 10.1. It is expected that you and your party take all reasonable care of the property and be responsible for all payments and for any damage. It is essential that you contact the Owner/s if any problem arises so that it can be speedily resolved. This is a non-smoking property and smoking is not permitted indoors under any circumstances. Please leave the house and it's contents in the same state of repair and condition and in a clean and tidy condition as that in which you found it at the beginning of your stay. Cleaning equipment and materials are provided. You are required to leave the wood burning stove, oven and cooking utensils in a clean condition. Guests are liable for any unreasonable additional cleaning costs or re-decoration costs, damage to property (including furniture, fixtures and fittings) and breakages during the period of rental. Guests are not permitted to burn coal in the wood burning stove or any other inappropriate material and the Owner/s reserves the right to charge for any consequential losses, including re-decoration due to misuse. Guests are requested to respect our recycling policies and are responsible for ensuring that all waste is placed in the appropriate bin for collection as detailed in our Guest Information Book. Guests are liable for the cost of removing any excessive waste from the property (i.e., overflowing wheelie bins). A charge will be made over and above a maximum of 3 black bin bags placed in the non-recyclable waste bin. Charges: Maintenance £50/hour, Cleaning £20/hour
- 10.2. Please advise the Owner/s of any damage/breakages or problems immediately so they can be attended to/replaced for the next Guests. In cases where damage has been more than accidental 'wear and tear' it may become necessary to negotiate a replacement/repair figure. You must permit the Owner/s reasonable access to carry out urgent maintenance. It is the



responsibility of the Guest to arrange any holiday cancellation insurance. Vehicles and property are left at your own risk.

10.3. The following Guest responsibilities also apply:

10.3.1. The Organiser/Lead Guest will assume responsibility for all Guests' compliance with the Terms and Conditions.

10.3.2. All equipment, utensils, etc. must be left clean and tidy at the end of the hire period. In the unfortunate event of damage or breakage's, the Owner/s and house-keepers must be notified. All damages and breakages are the legal responsibility of the Holiday Maker and their replacement cost will be payable on demand. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of £50 if you did not report this.

10.3.3. If you are considering booking any activity/caterer during your stay, we have an 'approved outside suppliers list' of recommendations and we will make a note of the Company visiting. If you would like to use a different supplier, please double check with us prior to making a booking that the activity/caterer you would like is suitable for our property and we have agreed in writing they can attend. All outdoor supplier must provide their public Liability insurance.

10.3.4. If you would like to decorate the inside of the property, please do so with appropriate adhesive which does not leave marks on the walls or pulls of the paint when removed.

10.3.5. You confirm that the information You have provide to the Owner/s is true, accurate, current and complete information in all respects. Should any information provided change You should notify the Owner/s immediately. The Owner/s shall not be liable if any incorrect information provided by You results in the Owner/s being unable to perform (or entitled to terminate) the rental agreement.

10.3.6. Normal usage of gas, water and electricity is included in the rental price for the number of guests booked. You are subject to the full cost of any additional charges for abuse of utilities if the period of your stay bills are exceeded by 15% of normal usage.

10.3.7. Linens and towels are provided, and beds are fully made up and ready for your arrival. Extra blankets/throws are available. Tea towels and an oven glove is provided for the kitchen.

11. Access & Right to Evict

11.1. The Owner/s shall be allowed access to the holiday accommodation at any reasonable time during any holiday occupancy, without providing You with prior notice in the following circumstances:

11.1.1. In an emergency, to include where repairs are required to be carried out due to a report made by You or damage caused by You (or where the Owner/s has reasonable grounds to believe that such damage has been or maybe caused)

11.1.2. Should You be in breach of any of these Terms or the Owner/s has reasonable grounds to believe that You are in breach of these terms.

11.1.3. The Owner/s have received reports from a third party advising the Owner/s of conduct which is in breach of these Terms.

11.2. The Owner/s is allowed to enter the Property to inspect it. In this circumstance, reasonable notice will be given first.



11.3. Should access be required. You agree not to obstruct the re-entry of the Owner/s (to include workmen/women) to the Property.

12. Losses

12.1. The Owner/s cannot accept liability for any loss, injury, damage or expenses of any kind sustained by any member of the Holiday Maker's party in connection with the holiday, or the accommodation including any activities or games carried out in the grounds of the property that have been organised by the guests.

12.2. You acknowledge that in Booking the Property, all personal belongings and vehicles including the contents of those vehicles, belonging to You and or any member of your party is left at the Property entirely at Your and their own risk. The Owner/s shall accept no responsibility for any loss, or damage to You or your Guests personal property during the rental period.

13. Children

13.1. Children are welcome by arrangement and written details of ages must be given on our house-keeping form. We can supply up to 1 travel cot, and two high-chairs FOC.

13.2 Pond – all guests must fully supervise their children and be aware of all access points to the pond. The owner/s cannot accept liability for any loss, injury or damage.

14. Smoking

14.1. Smoking is NOT permitted inside any of the premises. Anyone smoking outside must not discard their cigarette butts in the close proximity of the holiday properties and the immediate gardens and grounds. There are sand containers supplied for the disposal of all cigarettes.

14.2. The Owner/s reserves the right to make a charge to the Security Deposit where guests have contravened the Owner/s request for their property to be smoke free.

14.3. Should the Security Deposit be insufficient to remedy such breach the Owner/s of the Property shall have the right to recover any sum from You so as to make up any shortfall.

15. Lost Property

15.1. Please contact the Owner/s as soon as possible if you think You have left any personal items in the property after your departure.

15.2. Should You wish your items to be returned, the Owner/s will happily do so but a postage fee of must be paid and cleared in advance by You. For larger personal property items there may be an additional charge.

15.3. The Owner/s will aim to return lost property within 14 business days of payment being received.

15.4. In the event of Owner/s finding any personal property, we will hold lost property for 1 month before disposing of the item.



16. Pets

16.1. We do accept dogs at Swallet Farm please refer to our separate [Pet Policy](#) in the appendix below for full details and information.

16.2. Written consent must ALWAYS be given by the Owner/s to bring your pets.

17. Severance

17.1. If any provision or part provision of these Terms and Conditions is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part provision shall be deemed deleted. Any modification to or deletion of provision or part provision under this clause shall not affect the validity and enforceability of the rest of these Terms and Conditions.

17.2. If one party gives notice to the other of the possibility that any provision or part provision of these Terms and Conditions are invalid, illegal or unenforceable, the parties shall negotiate in good faith to amend such provision so that, as amended, it is legal valid and enforceable, and to the greatest extent possible, achieves the intended commercial result of the original provision.

18. Safety

Please ensure you are familiar with emergency procedures and Fire Plans. Externally there are open steps off the veranda and internally, open steps from the living area to the mezzanine bedroom and between the living and dining area. The log burner is not guarded. Please contact the Owner/s prior to booking to discuss safety and access concerns if you have any special mobility requirements or small children.

18.2 Outdoor fire pit – guest are welcome to use the outdoor fire pits at their own risk. They must take into consideration they must not move the mobile fire pits or bring them near the property.

19. General

19.1 No variation of these terms and conditions shall be effective unless it is in writing and signed by (i) the Owner/s, and (ii) the Organiser/Lead Guest.

19.2 No other person other than the Organiser/Lead Guest, and the Owner/s shall have any rights to enforce any of these Terms.

19.3 These Terms are governed by English Law. The Organiser/Lead Guest agree to submit exclusive jurisdiction of the English Courts. However, if the Organiser/Lead Guest are a resident of Northern Ireland, you may also bring proceedings in Northern Ireland and if The Organiser/Lead Guest are a resident in Scotland you may also bring proceedings in Scotland.

20. Privacy Policy

We take your privacy seriously and will only use your personal information for the purposes of processing your booking and providing the services you have requested. Your data will not be shared with third parties without your consent, except where necessary for legal compliance or fulfilling your booking. For full details, please refer to our Privacy Policy available on request.



21. Noise and Respect for Others

Guests must keep noise to a minimum between the hours of 12:00 am and 8:00 am to respect neighbours and wildlife. Any complaints or disturbances may result in deductions from the security deposit or immediate eviction without refund.

22. Use of Hot Tub, Sauna or Outdoor Facilities

Use of the hot tub, sauna, or other outdoor facilities is at your own risk. Guests are allowed to hire hot tubs for use at Swallet Farm but must follow the instructions provided by the provider. The Owner/s is not liable for any accidents, injuries, or damage resulting from improper use. There is an additional fee of £50 per weekend to cover the electrical cost to heat the hot tub.

23. Complaints Procedure

In the unlikely event that you have a complaint during your stay, please contact the Owner/s immediately so that we can resolve the issue as promptly as possible. We cannot accept complaints raised after the end of the rental period if we were not made aware during your stay.

24. Electric Vehicle (EV) Charging

The charging of electric vehicles from domestic sockets is strictly prohibited unless agreed in advance. Guests wishing to charge an EV must inform the Owner/s and use only designated facilities if available. Improper charging may incur additional charges or deductions from the security deposit. There is an additional charge of £20 per vehicle payable in advance.

25. Social Media and Photography

Guests are welcome to take personal photos and share their experiences online. However, any photography or videography intended for commercial use must be agreed in writing with the Owner/s. The Owner/s may request permission to use guest-submitted images in marketing materials, with credit.



A. Pet Policy – Dogs only allowed.

We love all animals — including dogs, cats, and have many of our own — but as we have livestock on site, it's important that they are kept safe and not disturbed during your stay.

As dog friendly as we are, it's our goal to provide the most luxurious home away from home for you as we possibly can, and we endeavour to keep our standards as high as humanly possible. This means we need to keep everything spic and span, which includes avoiding unwanted paw prints on furniture!

So as much as we love our canine friends, well behaved dogs are permitted in the properties, only in adherence to our terms and conditions as outlined below:

A.1 Well behaved & House-trained Pets. We give written consideration for any well behaved dogs depending on their breed and size.

A.2 Once written consent is given to bring your dog or dogs on holiday with you the following Pet Rules Apply:

A.2.1 Please note we have a strict policy no pets are allowed on any furniture/soft furnishings or Beds.

A.2.2 The dog owner must bring the dog's bed or basket or cage for sleeping and feeding & drinking bowls.

A.2.3 Dog owners must ensure that their pets are free from parasites and fleas before they occupy the property. Failure to do so will incur subsequent charges.

A.2.4 All hair must be well cleared up before departing.

A.2.5 Please keep your dog on a lead at all times unless you have 100% control.

A.2.6 It's your dog's holiday too so please do not leave him/her unattended in the Farmhouse or elsewhere in the grounds at any time.

A.2.7 Any fouling on lawns or grounds must be cleared up without delay and deposit in the bin provided. There will be an additional charge made if this is not carried out.

A.3 A charge of £5 per dog per day, is payable for your pets stay with us.

A.4 If there is extra cleaning above and beyond the normal clean (especially if we find they have been in the bedrooms/upstairs) we have the right to retain an agreed fee for any extra work carried out for excessive cleaning and this will be at the Owner/s discretion. Min Fee is £17 per hour.

A.5 Failure to adhere to our dog policy may result in you being asked to leave without compensation.

A.6 Should the Security Deposit be insufficient to remedy such a breach, the Owner/s shall have the right to recover any sum from the Organiser/Lead Guest so as to make up any shortfall.