

Terms and Conditions – Peddler’s Den

1. Contract

By making a booking you have entered into contract between “you” (the guest) and “us” (Peddler’s Den). This contract becomes legally binding once “we” (Peddler’s Den) have sent out a confirmation letter and is subject to all our booking conditions. Ensure that you check all information on your booking confirmation carefully and notify us of any discrepancy or mistake. You must be 18 years or over when the “property” (Peddler’s Den) is booked. Please advise other adults within your party of these booking conditions.

2. Payment

A non-refundable deposit of 25% (minimum £100.00 value) of the rental fee is payable immediately upon making the booking where the booking is made more than 4 weeks before the start of the rental. The booking will not be confirmed until the deposit is received. The balance shall be payable 4 weeks before the commencement of the rental. If this fails, then non-payment of the balance will be construed as a cancellation of the contract by the Guest. For bookings made less than 4 weeks before the commencement of the rental the total fee is payable.

3. Cancellation/Refund Policy

Any cancellation made by the Guest for whatever reason shall be in writing and addressed to Peddler’s Den at the address on the Booking Form or by email from the email address on record

As stated in the confirmation letter, a full refund will be given outside the 30 day notice period or we will happily offer a date change with no extra fee. If within the 30 day notice period the deposit will not be refunded or date altered.

In light of Covid 19

The cancellation policy still stands in regards to 30 days prior to travel will receive full refund.

If travel restrictions apply within/under the 30 days notice we will offer a voucher or date change.

If a guest tests positive for covid and there for cannot travel refunds or vouchers will not be available. It is suggested guests take out insurance to cover this and special policies are available.

4. Period of Hire

Rentals commence at 3pm on the day of arrival and end at 11am on the day of departure, unless verbally agreed otherwise.

5. Use of Property

The booking shall be deemed to be for the purpose of the people who have booked. The number of persons using the Holiday accommodation shall be agreed in the confirmation letter.

The property shall be used for personal and domestic purposes only. The property shall not be used for any commercial purposes without the consent of Peddler’s Den. Peddler’s Den reserves

the right to refuse entry to the entire party if this condition is not observed, and generally in the case of any breach of these Booking Conditions by the Guest where Peddler's Den consider such exclusion is reasonable.

6. Complaints

Should there be any cause for complaint during the occupation of the property we must be notified promptly and in case of serious problems the complaint must be confirmed in writing within 7 days of departure.

7. Care of the Property

The Guest shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and condition and in the same clean and tidy condition at the end of the rental period as at the beginning. The Guest shall abide by all instructions with regard to the use of the property and its fixtures and fittings as notified by Peddler's Den.

The Guest shall take care not to leave personal possessions in property on departure. Peddler's Den will make every effort to return high value items provided that the Guest notifies Peddler's Den within 24 hours of departure. Peddler's Den accepts no responsibility for personal possessions left in the property following departure.

8. Smoking

Smoking is allowed outside only on the patio area, please be vigilant and use wall mounted ash tray provided. Penalty of £150 will occur if guests are smoking in the property.

9. Breakages or Damages

The Guest is legally bound to reimburse Peddler's Den for replacement, repair or extra cleaning costs incurred as a direct result of the Guest's use of the Property on demand.

10. Access to Holiday Property

A representative of Peddler's Den shall be allowed access at any reasonable time during the holiday occupancy should an emergency or problem arise that need attention by ourselves. We will contact you if we need to enter the property during your stay. This excluded the patio and hot tub, as that will be checked regularly throughout your stay.

15. Pets

Dogs are welcome by prior arrange, do not bring dogs with out permission. No pets other than dogs are permitted. Dogs are to be properly controlled and supervised at all times. They must not be left unattended at the property. Dogs are not permitted in any of the bedrooms or on any of the furniture and we therefore advise guests to bring a pet basket.

Guests must clean up after all dogs inside and outside of the property, or they will be charged for extra cleaning costs. Guests with allergies should be aware that we cannot guarantee that there have been no dogs previously kept at the property, nor can we accept any liability for any suffering which may occur as a result of such pets having been present.

16. Noise

We appreciate large groups can reach a high noise level, please appreciate it is our home and a working farm with livestock and often young animals.

17. Data Protection

For the purposes of the Data Protection Act 1998, Peddler's Den is the sole data controller of all personal data provided to Peddler's Den by Guests and prospective Guests. In order to process a booking Peddler's Den needs to collect certain personal data details from the Guest, for example names and addresses of party members, credit/debit card or other payment details, special requirements, such as those relating to a disability or medical condition which may affect any party member's holiday arrangements. If Peddler's Den needs any other personal details the Guest will be told before they are obtained. Peddler's Den needs to pass these details on to other parties and organisations who need to know them so that the holiday rental can be provided, for example, the credit/debit card Company or bank or for verification of details relating to your holiday rental. Peddler's Den also needs to process and store Guests' personal details for its own administration, market analyses and operational reviews. Peddler's Den would also like to store and use personal details for future marketing purposes (for example, sending brochures, details of promotions, or offers which Peddler's Den feels may be of interest). Please inform us if you do not want to receive this.

All details given to Peddler's Den at any time will be kept, but only names, contact details and the booking preferences will be used for marketing purposes unless the Guest is informed otherwise when the information is provided. Peddler's Den will respect the privacy of personal data and will comply with all relevant and current data protection legislation. Peddler's Den will not make its mailing list or Guests' personal data available for marketing purposes unless required to do so by a Court of Law. Competent jurisdiction will not disclose personal data to anyone.