

Terms and conditions for booking accommodation with Carron Farm Holidays

Accommodation

1. The accommodation is hired on the basis that it is for holiday use only and that no rights to remain in the accommodation beyond the hire period exist.
2. The booking is personal to you. You confirm that you are not acting as agent for someone else (other than your family) when making the booking.
3. All accommodation must be kept and left in a clean and tidy state. Any exceptional cleaning/tidying will incur an additional charge of up to £100.

Deposit

4. A non-refundable deposit shall be paid on booking the accommodation and no accommodation shall be reserved until receipt of the deposit is confirmed in writing. Any provisional booking made before payment of a deposit is strictly provisional and may be withdrawn at any time.
5. You will be responsible for any damage, breakages or losses of any items at the accommodation during your stay.

Cancellation

6. The full charges are payable even if you cancel all or any part of your hire period. We will endeavour to secure another hiring of the accommodation for the same term and at the same charges and, if successful, will reduce the charge to you. However we shall not be liable to you on the grounds that we have not used our best endeavours to re-let the accommodation.
7. A failure to arrive on your scheduled arrival date (as set out in our booking confirmation) without contacting us in advance will be treated as a cancellation by you. We reserve the right to re-let the accommodation for the remainder of your hire period.
8. If, after booking, the accommodation becomes uninhabitable (due to fire, flood or storm damage) or if we need to cancel your booking, all charges paid (other than the deposit) will be refunded in full and you will have no other claim against us.
9. We reserve the right to ask you about your health and require you to undergo medical checks for reasons of government public health measures and (if necessary on health and safety grounds) require you to wear personal protective equipment. In circumstances where the health and safety of ourselves, our employees and other guests is at risk whilst staying with us, we may require you to self-isolate or we may cancel your booking during your stay with us. If you have received accommodation services from us, we will provide you with a proportionate refund in the event of a cancellation by us. You will be responsible for our charges if you stay with us beyond your hire period together with the charges and any reasonable expenses that we incur (due to our having to cancel or relocate bookings that immediately follow your hire period) as a result of your extended stay.

Insurance against cancellation is strongly recommended.

Payment and occupation

10. All hire charges for the accommodation are due for payment in full twelve weeks before commencement of the hire period.
11. You may not normally take possession before 16.00 on the day of commencement of hire and must vacate by 09.00 on the final day.
12. Luggage can be transported within St Martin's by prior arrangement. We reserve the right to refuse acceptance of unaccompanied luggage.
13. You agree that under no circumstances will the accommodation be occupied by more guests than the number of bed spaces in the accommodation.
14. It is regretted no pets may be brought into the accommodation.
15. The minimum age of children accepted at the accommodation is 2 years old.

Your data

16. We are required by law to collect the information about all guests aged 16 years and over. We collect this information by asking you to complete and return a travel form prior to your arrival. We are required to keep these forms for a minimum of 12 months and show them to statutory authorities if requested. We will destroy these forms 12 months after your date of departure.
17. We also reserve the right at any time to ask you for any other information we are required to collect by applicable law and/or government guidance and you agree in making a booking to provide such information on request.
18. We will only use your personal information as set out in our Privacy Policy <https://www.carronfarm.co.uk/privacy.aspx>
19. If we have to contact you, we will do so by telephone or by writing to you at the e-mail address or postal address you provided to us when making the booking or on your travel form.

Limiting our responsibility for loss or damage you may suffer

20. We do not exclude or limit in any way our liability to you where it would be unlawful for us to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors or for fraud or fraudulent misrepresentation.
21. We are confident that you will have a lovely stay in our accommodation. In the unlikely event something goes wrong:
 - (i) we will be responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill. We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the booking process; and
 - (ii) we will not be responsible for business losses. We only provide accommodation for private use. If you use the accommodation for any business or commercial purpose we will have no liability to you for any loss including loss of profit, loss of business, business interruption, or loss of business opportunity.
22. Where possible we are able to return items that have been left following departure by arrangement. A minimum charge of £5.00 will apply to cover postage

and packaging. We accept no liability for items left at the accommodation and cannot guarantee they will be safely returned.

General

23. All bookings are subject to the accommodation being available.
24. We reserve the right to refuse to honour future bookings from hirers who leave the property in an unreasonable condition.
25. We may transfer the benefit of this agreement to someone else. You may not transfer it to anyone without our prior written consent,
26. By paying your non-refundable deposit you are agreeing to these terms and conditions.
27. This agreement is governed by English law and (if we are unable to resolve any differences), we agree that the English courts would settle any disputes.

Thank you for booking your holiday at Carron Farm. If you need further information, please contact the proprietors (Julia Walder or Hannah Walder) at:

Carron Farm, St Martins, Isles of Scilly TR25 0QL

Tel: 01720 422893

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