

SELF CATERING PROPERTIES Terms and Conditions

In these booking conditions, 'you' and 'your' means all people named on the booking. 'We', 'us' and 'our' means Packridge Estate, Packridge Farm, Packridge Lane, Romsey, SO51 9LL.

Payment

A deposit of £50 is required to be paid at the time of booking. We must then receive the rest of the money owed no less than 10 weeks before the start of your stay. However, if you book less than 10 weeks before the start of your stay, we must receive full payment of the total cost when you make the booking. For any accommodation booked less than two weeks before your intended stay, you must pay for the booking in full by direct debit or credit card, or by bank transfer, at the time of booking.

If you do not pay any payment due in relation to your booking by the appropriate date we are entitled to assume that you want to cancel your booking. In this case, we will be entitled to keep all deposits paid or due at that date.

We accept cheques, debit and most credit cards. If you pay by credit card there is a 2.6% charge made to cover the costs and charges we have to pay in connection with credit-card payments. Cheque payments will be cleared before you receive a confirmation of your booking. If your bank refuses to make your payment for any reason, we are entitled to make an administration charge of £25.

Website details – www.packridgeestate.com

We aim to make sure that the information provided on our website is presented accurately. Occasionally, problems mean that some facilities or services are not available or may be restricted. If this happens, we will tell you as soon as reasonably practical. We cannot accept responsibility for any changes or closures to local services or attractions mentioned on our website. We make all reasonable efforts to make sure that the information we give you about your accommodation and its facilities or services is accurate and complete on the date given.

ABTA membership

We are a member of ABTA, membership number L3832. Through our own travel agency, Explorer Travel, we are able to book additional travel for you with various different providers including Cottages4You, Expedia, Hoseasons, Thomson's, Kuoni, First Choice, Virgin and all cruise lines. All additional travel booked through us is financially protected if the tour operator becomes insolvent. As an ABTA member we have to maintain a high standard of service to you under their code of conduct. We can also offer you an arbitration scheme to sort out any disputes arising out of, or in connection with, any travel booked through us. You can get more information on the code, and arbitration, on ABTA's website at www.abta.com

If you cancel your booking

If you have to, or wish to, cancel your booking, you must email us at thedairy@packridgeestate.com as soon as possible. The day we receive your notice is the date on which we will cancel your booking.

For the purpose of the table below, total cost means the total cost of the accommodation booking.

Cancellation charges

Number of days before the start date of your trip that we receive your notice to cancel	Cancellation charge
More than 70 days	Full deposit
29 to 70 days	50% of the total cost or full deposit , whichever is greater.
15 to 28 days	75% of total cost
14 days or less	90% of total cost
On arrival date or later	Total cost

We advise all travellers regardless of destination, domestic, EU or outside of the EU, to hold full annual travel insurance.

Full Cancellation with Extenuating Circumstances

Under your contract with us to qualify for a full refund you must have one of the following reasons and you will be asked to send evidence by a medical practitioner or employer or other significant person.

- Illness or pregnancy (we will need to see medical evidence that you or a member of the party is unfit to travel).
- Death.
- Jury or witness service (in a court of law).
- Illness or death of a close relative (a close relative is defined as a husband, wife, civil partner, son or daughter, son-in-law or daughter-in-law, parent, mother-in-law or father-in-law, grandparent, sister or brother or fiancé or fiancée).
- Your home is damaged and cannot be lived in because of fire, storm, flood, subsidence or malicious damage.
- The police have asked you to stay at home, following a burglary at your home or place of business, during the period of your holiday or within the seven days before this.
- You are in HM Forces and are posted unexpectedly or have leave cancelled if you are in the police (unless you can recover the cost of the lost booking from another source)
- You are placed in quarantine.

Please note that all of the above reasons must have arisen after you made your booking and must not have been within your knowledge at the time of your booking. Your deposit will be retained if cancellation is within 7 days of informing us of your extenuating circumstances.????

If you cannot reach your destination due to snow or flood conditions or as a result of being involved in an accident while on the way to your destination the normal cancellation policy is applied. In these instances we refer you to our recommendations to have appropriate travel insurance. To claim on your travel insurance you will need to show that you have made every

effort to try and complete your journey. You will also need to produce evidence from the police or Highways Agency in addition to our confirmation of your non-arrival. In these circumstances, you may prefer to delay your arrival.

Self Catering at Packridge - Clotted Cream and The Ayrshire

You can arrive at your property at any time after 3pm on the start date of your rental period. You must leave by 10am on the last day.

Registration is required on arrival together with credit or debit card details held as security against breakages, damage, etc. For your peace of mind we want to assure you that all card details are held in compliance with PCI and DSS requirements. Card details are destroyed after servicing your accommodation at the end of your stay.

You and all members of your party agree to keep the property clean and tidy, to leave the property in a similar condition as you found it when you arrived, and to behave in a way at all times while at the property which does not break any law. You and all members of your party also agree not to use the property for any illegal or commercial purpose, including subletting it or otherwise allowing anyone to stay in it who we have not previously accepted on behalf of the owner. You are responsible for the actual costs of any breakage or damage in or to the property - along with any extra costs that may result - which are caused by you or any members of your party. We can ask for an extra payment from you to cover any related costs.

We can refuse to allow you into the property or ask you to leave if we reasonably believe you or any member of your party is behaving illegally, or that any damage is likely to be caused, has been caused or is being caused by the behaviour of you or any members or your party. We will treat these circumstances as a cancellation by you. You also must not allow more people than agreed to stay in the property. And you cannot significantly change the number of adults or children during your stay. If you do any of these things, we can refuse to hand over the property to you, or can repossess it. If we do this, we will treat this as you cancelling the booking. And we will not be legally responsible to you as a result of this situation. (This will include, for example, any costs or expenses you have to pay due to not being able to stay in the property, such as the cost of finding other accommodation.) We are not under any obligation to find any alternative accommodation for you.

You must allow us or our representative (including workmen) access to the property at any reasonable time during your stay (except in an emergency or if a problem needs sorting out quickly and you cannot be contacted in time. In these situations, we can enter the property at any time without giving you prior notice).

Up to two pets are allowed and if you take a pet with you, it is not allowed on beds or furniture, or any shared facilities except the grounds. There is a charge of £25 per pet. The grounds cover 10 acres and we expect you to abide by the country code when using these and the surrounding countryside. Do not leave any pets unattended in the property unless by prior agreement with the owners. We do not expect you to keep well behaved dogs on the lead but you must be mindful of other animals at the farm, such as alpacas, chickens, bees and horses. If you or any member of the party has an allergy, we cannot accept any legal responsibility for any suffering as a result of animals having been in our self catering apartments.

Communicating with you

To process your booking we will need to collect and process personal information. For more

detailed information about how we use personal information, please see our Privacy policy which you can find on our website. As a future or past guest we would like to email you our news containing information about our products and services that we think will interest you. If you would rather that we did not do this, please tell us when you book, or opt out when you receive our email.