

BOOKING TERMS AND CONDITIONS

Scenic Stays Herefordshire Ltd

Who are we?

We are Scenic Stays Herefordshire Ltd ("**we/our/us**"), a registered company in England and Wales incorporated under company number 12546442. Our registered office is Lovedee Barn, Pencoyd, St Owens Cross, Hereford, Herefordshire, United Kingdom, HR2 8JX.

These terms and conditions apply to the following properties: **Trevase Granary, Penblaith Barn, Old Barn House, Barn Owl Retreat, Peregrine Retreat & Kestrel Retreat**

These terms and conditions are between the Lead Booker ("**you**") and us.

Our Terms and Conditions

1. DEFINITIONS

1.1 When the following words with capital letters are used in these Terms, this is what they will mean:

Arrival Date the date (and time) on which your Booking will begin and the Property will be made available to you, as set out in the Booking Confirmation.

Balance Due Date ***Trevase Granary & Penblaith Barn:*** 90 days before your Arrival Date, except in circumstances where the Booking Confirmation is issued less than 90 days before the Arrival Date (in which case the balance is due upon Booking).

Old Barn House, Barn Owl Retreat, Peregrine Retreat & Kestrel Retreat: 60 days before your Arrival Date, except in circumstances where the Booking Confirmation is issued less than 60 days before the Arrival Date (in which case the balance is due upon Booking).

Booking the confirmed reservation of the Property to commence on the Arrival Date and end on the Departure Date.

Booking Confirmation the written acceptance of the Booking Reservation which may include more information such as details around arrival and departure date and time and Property Rules.

Booking Deposit 40% of the total Booking Price, required from you upon making the Booking Reservation to secure the Property.

Booking Party those named individuals booked to occupy the Property along with the Lead Guest, as confirmed by you.

Booking Price the total price (inclusive of VAT) as charged to you for the Booking, including the Booking Deposit and any additional

	charges as set out on the Website or otherwise notified to you when making a Booking.
Booking Reservation	your request to book a Property via the online booking form available on the Website.
Business Day	09:00 to 17:00 on a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.
Cancellation Fee	a fee of 5% of the Booking Price charged in accordance with clause 7.
Contact Details	the details found on our Website under "Contact Us".
Day Visitors	persons who attend, but do not stay overnight at, the Property.
Departure Date	the date (and time) on which your Booking will end, and you must vacate the Property.
Electric Vehicle Policy	a separate document that will made available to you.
Events Outside of the Parties' Control	as defined in clause 16 .
Good Housekeeping Deposit	a refundable (subject to clause 13.1 of these Terms) damage deposit taken on the Arrival Date and held throughout the duration of the Booking in case damage is caused to the Property. Trevase Granary & Penblaith Barn: £250 Old Barn House: £200 Barn Owl Retreat, Peregrine Retreat & Kestrel Retreat: £0
Lead Guest	the individual who makes the Booking Reservation, who will attend and make use of the Property (subject to the Booking Confirmation) with their Booking Party.
Privacy Policy	a separate document made available on our Website or in hard copy on request.
Property	the property provided for holiday letting purposes, details of which have been made available on the Website.
Property Description	the description of the Property made available on the Website.
Property Rules	specific restrictions applicable to a Property as set out in Appendix 1 of these Terms, and as updated by us from time to time.

Terms	the terms and conditions on which your Booking is supplied to you, being this agreement and any other documentation referred to in it.
VAT	value added tax at the current rate.
Visitor Fee	a fee of £10 per Day Visitor, charged in accordance with clause 11.1.
Website	<p>Trevase Granary & Penblaith Barn: www.trevasecottages.co.uk Old Barn House: www.oldbarnhousehereford.co.uk Barn Owl Retreat, Peregrine Retreat & Kestrel Retreat: www.bettwscourtretreats.co.uk</p> <p>or such other website used by us from time to time.</p>

- 1.2 When we use the words "writing" or "written" in these Terms, this will include email but does not include fax or any messaging service or platform.
- 1.3 Unless the context otherwise requires, words in the singular shall include the plural and vice versa.
- 1.4 If any of these Terms conflict with any term contained within the Booking Reservation, the Booking Confirmation, or the Property Rules, these Terms will take priority.

ABOUT THESE TERMS AND THE CONTRACT

2. OUR CONTRACT WITH YOU

- 2.1 Please ensure that you read these Terms carefully, and check that the details on the Booking and within these Terms are complete and accurate before you submit the Booking Reservation.
- 2.2 These Terms will become binding between us once we issue you with the Booking Confirmation as set out in clause 4.
- 2.3 The Property is provided for holiday letting purposes only for the specified period as detailed in your Booking Confirmation. For the avoidance of doubt, these Terms do not create a landlord and tenant relationship between you and us and you will not be entitled to any:
 - 2.3.1 new tenancy;
 - 2.3.2 the right to sub-let the Property in part or in whole;
 - 2.3.3 assured short hold or tenancy; or
 - 2.3.4 any statutory protection either under the Housing Act 1988 or by way of a statutory security of tenure.

3. CHANGES TO THESE TERMS AND CONDITIONS

- 3.1 We may revise these Terms from time to time if required due to changes in the law or regulatory requirements or if business needs dictate it.
- 3.2 If we have to revise these Terms under clause 3.1, we will give you at least 14 days written notice of any changes to these Terms before they take effect, or as much notice as possible where your Arrival Date is less than 14 days before the date of the change.
- 3.3 Unless you notify us in writing within the 14 day notice period under clause 3.2, you will be deemed to have accepted the changes to these Terms.

BOOKING, PAYMENT, CANCELLATION

4. CONFIRMATION OF YOUR BOOKING

- 4.1 Please take reasonable steps to ensure that the Property is suitable for your needs before submitting a Booking Reservation.
- 4.2 The maximum number of people who can stay in the Property is:

Trevase Granary & Penblaith Barn: 18 plus infants in cots.

Old Barn House: 8 plus infants in cots.

Barn Owl Retreat, Peregrine Retreat & Kestrel Retreat: 2 adults.

as further specified on the Website. You are required to provide us with the names and ages of all members of your Booking Party at the time of making your Booking Reservation.

- 4.3 In making a Booking Reservation you confirm that you are over the age of 18.
- 4.4 Children under the age of 18 are not permitted to stay at Barn Owl Retreat, Peregrine Retreat and Kestrel Retreat.
- 4.5 When you submit a Booking Reservation via the Website, this does not mean we have accepted your Booking. If we are unable to supply you with the Property for your requested dates, we will inform you of this in writing and we will not process the Booking and no contract will be formed between us.
- 4.6 We reserve the right to refuse Bookings that we no longer wish to take within 7 days of issuing the Booking Confirmation. Any Bookings that are refused in this way will be refunded any monies paid to date in full.
- 4.7 All illustrations, photographs and other imagery displayed are for illustrative purposes only and are subject to change and no warranty or other representation is made as to the quality of the Property by us via the Website.

5. PRICES AND PAYMENTS

- 5.1 Your Booking is not confirmed, and no contract exists between us, until the Booking Deposit has been received by us and a Booking Confirmation has been issued. The Booking is subject to these Terms.
- 5.2 We will provisionally reserve the requested Booking dates for a maximum of 48 hours for payment of the Booking Deposit to be received, after which time we reserve

the right to cancel the Booking Reservation due to non-payment and release the dates for booking again.

- 5.3 Once you have paid the Booking Deposit, you will become liable for the Booking Price. The remaining balance must be paid by the Balance Due Date.
- 5.4 Where the Booking Reservation is made less than 90 days before the Arrival Date (**Trevase Granary & Penblaith Barn**) or 60 days before the Arrival Date (**Old Barn House, Barn Owl Retreat, Peregrine Retreat & Kestrel Retreat**) or in other exceptional circumstances as confirmed by us, the full Booking Price is payable at the point of making the Booking Reservation.
- 5.5 If the total Booking Price remains unpaid by the Balance Due Date, we reserve the right to cancel the Booking. Our cancellation policy at clause 7 will apply.
- 5.6 Payment of the Booking Deposit must be made via the Website upon making the Booking Reservation to secure the Property. Payment of the remaining Booking Price can be made via the Website or by BACS payment. There are no charges applicable for these payment methods. We are not able to accommodate international bank transfers.
- 5.7 All prices advertised on our Website are inclusive of VAT.

6. AMENDING YOUR BOOKING

- 6.1 Once confirmed, we are unable to amend the dates of your Booking. If you wish to amend the dates of your Booking, you will need to cancel your Booking in accordance with our cancellation policy at clause 7 and submit a Booking Reservation for the new dates.

7. YOUR RIGHTS TO CANCEL AND OUR CANCELLATION POLICY

- 7.1 You may cancel a Booking before the Arrival Date by contacting us in writing using the Contact Details.
- 7.2 Your liability for the Booking Price is dependent on the Property and period of notice that you give us, set out below:

Trevase Granary & Penblaith Barn:

Number of days before Arrival Date that notification of cancellation is received	Percentage of Booking Price payable by you
More than 90 days	5%
60 to 89 days	40%
45 to 59 days	55%
30 to 44 days	75%
3 to 29 days	90%
0 to 2 days	100%

Old Barn House, Barn Owl Retreat, Peregrine Retreat & Kestrel Retreat:

Number of days before Arrival Date that notification of cancellation is received	Percentage of Booking Price payable by you
More than 60 days	5%
45 to 59 days	40%
30 to 44 days	55%
15 to 29 days	75%
3 to 14 days	90%
0 to 2 days	100%

- 7.3 If you have paid in full, a partial refund of the Booking Price may be provided depending on when you notify us of the request to cancel. If you have only paid the Booking Deposit or the Booking Price in part, you may be required to make further payments to cover your liability set out in the above table. You will also be liable for the Cancellation Fee.
- 7.4 We will confirm your cancellation with you in writing and notify you of any refund due to you, or payment due from you at that time.
- 7.5 If you cancel your Booking, we will try and re-let the Property. If we are able to re-let the Property, we will be able to offer you a refund subject to any difference between the Booking Price and the re-let price, and excluding any additional charges which are non-refundable according to these Terms.

For example, if you have booked Trevasse Granary or Penblaith Barn, and the Booking Price was £3,500 and we re-let the Property for £2,625, the refund will be £2,450, being the Booking Price less the difference in the re-let price (£875) and the Cancellation Fee (£175).

For example, if you booked Old Barn house, and the Booking Price was £1,500 and we re-let the Property for £1,250, the refund will be £1,175, being the Booking Price less the difference in the re-let price (£250) and the Cancellation Fee (£75).

For example, if you booked Bettws Court Retreats (Barn Owl Retreat, Peregrine Retreat or Kestrel Retreat), and the Booking Price was £500 and we re-let the Property for £450, the refund will be £425, being the Booking Price less the difference in re-let price (£50) and the Cancellation Fee (£25).

You will be liable for the Cancellation Fee to cover our costs in refunding you and attempting to re-let the Property.

- 7.6 If you depart voluntarily from the Property before the Departure Date, no refund shall be given. Similarly, if you fail to show for your Booking, this will be regarded as a cancellation and will not be refundable.
- 7.7 Where you have cancelled a Booking because of our failure to comply with these Terms or if we change these Terms under clause 3 and you elect to cancel the Booking

(except where we have been affected by an Event Outside of the Parties' Control), you do not have to make any payment to us and we will refund any monies paid in full.

7.8 Any refunds will take up to 14 working days to be processed from the point of agreement.

7.9 We recommend taking out suitable travel insurance.

8. OUR RIGHTS TO CANCEL

8.1 We may have to cancel a booking due to an Event Outside our Control, unavailability of the Property, or the unavailability of key personnel or key materials without which we cannot provide the Booking. We will contact you promptly if this happens.

8.2 We will, if possible and as soon as we reasonably can, offer you:

8.2.1 different dates for the same Property; or

8.2.2 a full refund where we cancel the Booking before the Arrival Date, or a refund proportionate to the time remaining in the Booking.

8.3 In the event of our cancellation and the provision of clause 8.2, no additional compensation, expenses or costs will be payable.

8.4 We may cancel the Booking at any time with immediate effect by giving you written notice if you:

8.4.1 do not pay us when you are supposed to; or

8.4.2 are in breach of these Terms in any other material way.

Our cancellation policy will apply.

8.5 The full extent of our liability is set out in clause 15.

ABOUT THE BOOKING AND USE OF THE PROPERTY

9. PERIOD OF HIRE

9.1 The Booking shall commence on the Arrival Date and terminate on the Departure Date unless otherwise advised or agreed with us in writing. The Property will not be available outside of these times. These times must be adhered to in order for us to ensure that our full service standards can be met for you and the next guests.

10. PROPERTY RULES

10.1 Your Booking is subject to your adherence to the Property Rules, as provided at Appendix 1, on the Website and on the notice board at the Property.

- 10.2 The Property Rules (as amended from time to time) shall be incorporated into these Terms and breach of any of the Property Rules will be treated as a breach of these Terms that entitles us to cancel the Booking with immediate effect.
- 10.3 As the Lead Guest, you are responsible for ensuring all members of your Booking Party comply with these Terms and the Property Rules.

11. USE OF THE PROPERTY

- 11.1 **Visitors.** Only the persons whose names are detailed as part of the Booking Party are permitted to stay in the Property. Day Visitors are permitted subject to payment of the Visitor Fee. The maximum number of Day Visitors that are permitted at the Property at any one time are as follows:

Trevase Granary: 4 Day Visitors.

Penblaith Barn: 4 Day Visitors.

Old Barn House: 2 Day Visitors.

Barn Owl Retreat, Peregrine Retreat and Kestrel Retreat: no Day Visitors permitted.

Day Visitors are not permitted without our prior permission ahead of the Arrival Date. The names of any proposed Day Visitors must be provided to us in advance.

- 11.2 **Parties.** No parties or events are permitted to be held.
- 11.3 **Third party providers.** If you wish to have a third party provide services at the Property, this will only be permitted where we have provided written approval of such third parties ahead of the Arrival Date. Any third party will be bound by the Property Rules must carry suitable levels of Public Liability Insurance and other related/required certification. Please contact us using the Contact Details to discuss any such third party, no later than four weeks before the Arrival Date, to enable us to review your request and decide whether to approve. If a third party provider attends the Property without our consent, we reserve the right to ask them to leave. Any third party provider recommendations made by us are our personal recommendations only and do not guarantee any level of service or quality. For the avoidance of doubt, we are in no way liable for any loss suffered as a result of third party providers you engage with at the Property.
- 11.4 **Smoking.** No smoking is permitted inside the Property.
- 11.5 **Noise and behaviour.** We respectfully request that due consideration is shown to the inhabitants of neighbouring Properties and that noise is kept to a minimum, particularly late at night. Music or other noise likely to disturb the neighbours is not permitted outside the Property after 10:00pm. You must not use the Property for any dangerous, offensive, noxious, noisy or immoral activities, or carry on there any act that may be a nuisance or annoyance to the owner or other neighbouring properties.
- 11.6 **Health and safety.** For your safety, it is important that you and your Booking Party read and adhere to the important information provided in the Property Rules. You and

your Booking Party must also adhere to any additional safety information or signage at the Property, including restricted areas. Children must be supervised at all times.

- 11.7 **Internet.** Internet access is offered on a complimentary basis for recreational use. Availability is not guaranteed, nor is minimum speed, unrestricted bandwidth, or uninterrupted provision of internet access. We do not accept any liability for telephone or internet services being unavailable or interrupted.
- 11.8 **Electric Vehicles.** Use of the EV charging points must be in accordance with our Electric Vehicle Policy. You must not under any circumstances charge an electric vehicle using a socket at the Property
- 11.9 **Right of access.** We, our representatives, and any third-party contractors including but not limited to gardeners, window cleaners and engineers shall be allowed access to the Property at any reasonable time during your Booking. We will seek to minimise any disruption and will provide prior notice where possible.
- 11.10 **Electrical appliances.** With the exception of personal devices, the charging of electrical appliances at the Property is not permitted. This includes, but is not limited to, e-bikes and portable AC units.

12. PETS

Trevase Granary, Penblaith Barn & Kestrel Retreat:

- 12.1 Only registered assistance animals are permitted to stay in the Property. Please provide us with prior notice if you intend to bring an assistance animal with you for the Booking.
- 12.2 Where pets have been brought with you for the Booking, we reserve the right to request immediate departure.
- 12.3 You will be liable for any damage caused, or parasites introduced by, animals you bring with you for the Booking.
- 12.4 We are not liable for any allergic reactions suffered as a result of animals present in previous occupancy.

Old Barn House, Barn Owl Retreat & Peregrine Retreat:

- 12.5 In addition to registered assistance animals, the following pets are permitted at Old Barn House, Barn Owl Retreat and Peregrine Retreat:

Old Barn House: 2 dogs (maximum).

Barn Owl Retreat & Peregrine Retreat: 1 dog per Property (maximum).

The above shall be referred to as **Permitted Dogs**.

- 12.6 There will be a £25 charge per Permitted Dog.

- 12.7 Where pets that are not permitted but have been brought with you for the Booking, we reserve the right to request immediate departure and/or charge for any damage caused and deep cleaning required as a result.
- 12.8 We reserve the right to refuse admission or request immediate departure from the Property to anyone who breaks the terms of this clause 12 or otherwise allows their Permitted Dogs to be, in our sole discretion, a nuisance or danger to others.
- 12.9 You will be liable for any damage caused by animals or parasites introduced by your Permitted Dogs, including where the Property is not left sufficiently clean and for any pet waste that has not been removed from the Property and the surrounding areas. You agree that the cost of any repair, replacement or extra cleaning will be borne by you
- 12.10 We are not liable for any allergies that are affected as a result of pets present in previous occupancy.

13. DAMAGE TO THE PROPERTY

- 13.1 You shall take proper care of the Property and its contents during your Booking and you may lose your Good Housekeeping Deposit and/or receive an invoice for any damage caused or loss suffered if the Property and its contents are not left in the same state in which they are found at your Arrival Date.
- 13.2 Upon your arrival, please notify us of any defects within the first 24 hours. Thereafter you will be deemed to have accepted the condition of the Property and may be held responsible for any damage discovered at a later date. If damage occurs during your stay, please notify us immediately.

14. COMPLAINTS

- 14.1 Any complaints about the Property, including complaints concerning any defects, broken appliances or cleaning standards, must be made to us, via the Contact Details, within 24 hours of arrival on the Arrival Date so that remedial action can be taken if necessary. After this 24 hour period, you will be deemed to have accepted the condition of the Property.
- 14.2 If we are denied the opportunity to investigate or otherwise act upon the complaint during your Booking, you will be assumed to have waived all rights in relation to the complaint.
- 14.3 In no circumstances will compensation be paid for complaints made after the Departure Date.

LIABILITY

15. OUR LIABILITY TO YOU

- 15.1 No party can exclude or limit in any way their liability where it is illegal to do so, and this contract does not seek to exclude or limit liability which cannot be excluded or limited by law.

- 15.2 If we fail to comply with these Terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of the Terms or our negligence. We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of our breach or if it had been brought to our attention by you before the loss or damage occurred. For the avoidance of doubt, we are not responsible for any transport and/or alternative accommodation costs.
- 15.3 We only supply the Property for private domestic use. You agree not to use the Property for any commercial, business or re-sale purpose, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- 15.4 We aim to ensure that all additional facilities are available for use during your stay, however we cannot guarantee this and no refunds will be offered in the event of unavailability of facilities. Where facilities are unavailable due to repairs, we will endeavour to provide prior notice.
- 15.5 We do not have any responsibility or liability to you (other than as outlined above) for loss of, or damage to, any of your items, belongings, pets or vehicles, howsoever caused.

16. EVENTS OUTSIDE OF THE PARTIES' CONTROL

- 16.1 Neither you nor we shall be in breach of these Terms for delay in performing, or failure to perform, any of our obligations under this agreement if such delay or failure results from an Event Outside of the Parties' Control.
- 16.2 An Event Outside of the Parties' Control includes but is not limited to: strike; civil unrest; civil emergencies; government prohibition or restriction on all or part of the economy, including local lockdowns; pandemic; epidemic; environmental disaster; domestic appliance failure; temporary invasion of pests; and utilities failure or interruption.
- 16.3 In the event of a pandemic, epidemic or restriction of the movement of people imposed by the government or other competent public authority, we reserve the right to issue specific terms via the Website. We will communicate this to you via the contact details provided in the Booking Reservation.

17. DATA PROTECTION

- 17.1 All personal data you provide us will be treated in accordance with our Privacy Policy.

18. OTHER IMPORTANT TERMS

- 18.1 We may transfer our rights and obligations under these Terms to another person, but this will not affect your rights or our obligations under these Terms.
- 18.2 Except for you and us, no other person shall have any rights to enforce any of these Terms.
- 18.3 Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain

in full force and effect, and we reserve the right to replace them in accordance with the law.

- 18.4 If you fail to perform your obligations under these Terms and we do not enforce our rights against you, this does not mean we have waived our rights against you. If we choose to waive any of our rights under these Terms you will be informed in writing.
- 18.5 These Terms are governed by English law. All parties agree to submit to the non-exclusive jurisdiction of the English courts. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland.

APPENDIX 1: PROPERTY RULES

Trevase Granary, Penblaith Barn, Old Barn House, Bettws Court Retreats (Barn Owl Retreat, Peregrine Retreat and Kestrel Retreat).

(Version 1, April 2025)

All Properties

1. **Noise restrictions.** We respectfully request that due consideration is shown to the inhabitants of neighbouring properties at all times. Music, or other noise likely to disturb the neighbours is not permitted outside the property after 10.00pm.
2. **Safety.** Candles, indoor smoking and similar fire hazards are not allowed. You must take time to familiarise yourself with the fire safety emergency plan located on the notice board within the Property.

The property has a fire alarm system and carbon monoxide alarm (where applicable). Low level emergency lighting is provided on the stairwells and passages (where applicable) and will stay on in the case of a mains power failure. A fire blanket is available in the kitchen (where applicable). At Trevase Granary, Penblaith Barn and Old Barn House a fire extinguisher is situated on every floor. We have a policy of inspecting all electrical appliances on a regular basis and replacing defective items, plugs, leads etc.

Non-slip mats are provided in all the bathrooms.

3. **Smoking and vaping.** For the comfort of all of our guests, smoking and vaping is not permitted anywhere in the property. Please use the smoking bins / ash trays provided outside the property.
4. **Chinese Lanterns, Firepits, Portable BBQs, Drones and Fireworks.** Chinese lanterns, firepits and portable BBQs are strictly forbidden due to the fire hazard. Drones and fireworks are also prohibited due to the surrounding farm animals and neighbours.
5. **Electrical appliances.** With the exception of mobile telephones and laptops, guests own appliances are not permitted to be charged or used at the properties. This includes, but is not limited to, e-bikes, portable AC units and kitchen appliances. Guest appliances have not been PAT tested and could invalidate our insurance.
6. **Dyes, felt pens and wax crayons** are not allowed in case of damage to the property or furnishing. Any damage caused by any of these items will be charged to the guest.
7. **Decorations.** You are welcome to put up decorations; however this must be done with whitetack. No sticky tape, pins or bluetack. LED light balloons and confetti are not permitted (due to choking hazard and non-decomposable nature if accidentally blown outside).

8. **Check out.** You are requested to leave the accommodation in a clean and tidy condition. This includes washing up, placing rubbish from all areas in bin liners and putting in the outside bins (please follow the simple recycling information provided on the bins and notice board).
9. **Damages.** Please let us know about any damage or breakages before you leave. We do not charge for minor breakages such as glasses and plates, however we will charge for more serious damage, as per our terms.
10. **Umbrellas & outdoor cushions.** During the summer the umbrellas must be down when you leave the outdoor space and not put up in windy weather. The outdoor cushions must also be put away to avoid then getting wet (in case of an unexpected downpour!).

Trevase Granary

1. **Safety of children.** Children must be actively supervised at all times both inside and outside the property. This includes crossing the yard between Trevase Granary and the Games Room, on the second floor as the attic velux windows are fire exits (therefore they do not have a lock) and around windows in the Property where children may be able to climb up to.
2. **Jacuzzi and games room.** The facilities are for exclusive use of our guests in Trevase Granary. No children under the age of 8 years are allowed in the jacuzzi.

The games room and garden must be supervised by an adult at all times when children are playing.

The Jacuzzi's top cover must be in place when the spa is not in use. Further instructions and rules are provided near the jacuzzi in the games room and in the online guest book which is available for all guests to view.

3. **Restricted areas.** There is strictly no access to the farmyard, farm buildings and adjacent farmland as it is a working farm. The gate from the Granary and the gate from the walled garden / Games Room at Trevase Granary must be kept shut at all times, and there is no access to the fields from the walled garden.

Penblaith Barn

1. **Noise.** There should be no noise outside the back door, by the external bins, at any time during the day or night.
2. **Safety of children.** Children must be actively supervised at all times both inside and outside the property. This includes when on the patio (as the patio area at Penblaith Barn is raised so appropriate consideration needs to be made by relevant parties), on the second floor as the attic velux windows are fire exits (therefore do not have a lock) and around windows in the Property where children may be able to climb up to.

3. **Jacuzzi and games room.** The facilities are for exclusive use of our guests in Penblaith Barn. No children under the age of 8 years are allowed in the jacuzzi. The games room and garden must be supervised by an adult at all times when children are playing.

The Jacuzzi's top cover must be in place when the spa is not in use. Further instructions and rules are provided near the jacuzzi and in the online guest book which is available for all guests to view.

4. **Restricted areas.** There is strictly no access to the farm buildings, adjacent farmland or pond area at Penblaith Barn. The boundary is the fence line of the garden.

Old Barn House

1. **Safety of children.** Children must be actively supervised at all times both inside and outside the property.
2. **Jacuzzi.** The facilities are for exclusive use of our guests in Old Barn House. No children under the age of 8 years are allowed in the jacuzzi.

The Jacuzzi's top cover must be in place when the spa is not in use. Further instructions and rules are provided inside the property by the sliding door onto the patio and in the online guest book which is available for all guests to view.

3. **Restricted areas.** There is strictly no access to the adjacent farmland. The fenced garden area is the guest's boundary and there is no access to the paddock below the garden.

Bettws Court Retreats (Barn Owl Retreat, Peregrine Retreat & Kestrel Retreat)

1. **Noise.** The sonos speakers have been set with a volume limit. This volume limit should not be changed.
2. **Outdoor spa bath.** The water must be disposed of after each bathing session and the cover returned on top. Further instructions and rules are provided near the bath at the property which must be abided by.
3. **Restricted areas.** There is strictly no access to the adjacent farmland, or farm buildings. Please ensure you stick to the public footpaths.
4. **Booking multiple properties.** If you have booked more than one property, please don't move items either internal or external from one property to another.

Pets (Old Barn House (maximum 2 dogs), Barn Owl Retreat (maximum 1 dog) & Peregrine Retreat (maximum 1 dog))

In order to maintain our standard for everyone to enjoy it is necessary that guests bringing a dog agreed to these conditions:

1. Dogs are not allowed in the bedroom, but are allowed on the sofas provided that you use the throws provided and keep the dog from contact with the soft furnishings. We will have to levy an extra cleaning charge if they have been in the bedrooms (and on the beds - damaged sheets will have to be paid for) or on the uncovered sofas.
2. When you bring a muddy dog back from a walk, please clean them off using the outside taps and the canine towels provided. On no account use the white towels provided for human use.
3. Poop patrol! It is vital you pick up after your dog around the Property. In addition, when taking your dog(s) for a walk, please pick up after them where necessary. We provide free poop bags and a dedicated poop bin so please use them whatever the weather.
4. On arrival (especially as your dog familiarises itself with the property), and at all other times when outside the property, your dog must be kept on the lead, this means keeping them on the lead when you first set out for your walk. You must obey the countryside code (<https://www.gov.uk/government/publications/the-countryside-code/the-countryside-code>) and keep your dog under close control at all times for their own safety as well as for the benefit of other dog owners, livestock and wildlife.
5. At Barn Owl Retreat and Peregrine Retreat your dog must be on a lead when you walk between the property and the 'designated dog area'. Other guests may have dogs too, so control is important at all times.
6. The garden at Old Barn House and 'Designated Dog Area' at Bettws Court Retreats is used at your own risk. We accept no liability for any damage or injury whilst using the area. For your own safety: if the dog happens to get into a field with the cows do not go in after the dog. Instead stand behind the fence and call the dog back to you.
7. We provide a dog crate for you, with cage mat. Your dog must not be left alone with free run of the property. If you have to leave the dog unattended then it must be crated. If you have a puppy please take extra care as they will chew the furniture or soft furnishings here in our property! Maintaining our standard is key to our business and we can't always repair things, it has to be replaced. Any damage or replacement items required will be your responsibility to reimburse us.
8. Please only follow footpaths. Please do be aware there may be animals in the fields, and we recommend you do not take dogs into fields with animals. Please also make sure you close any gates behind you.
9. We regret that dogs that bark continuously are not allowed as they might disturb the neighbours. If any dog is persistently causing nuisance or distress we reserve the right to ask the owner to leave.
10. Please thoroughly clean the property, including dog hair, before you leave; if properties require additional cleaning or dogs have been on the beds, or an uncovered sofa, we will charge a £100 fee to cover the cost.

- 11.** You must let us know in advance if you're intending on bringing your dog(s). All dogs must be booked in by prior agreement. Any dogs that have not been booked in may not be allowed to stay and you will need to book them into a local kennel. All dog(s) will be charged at £25 per dog per stay (up to the maximums stated). Please see clause 12 of our Booking Terms and Conditions.