

Hay House Farm Country Guest House

Terms and Conditions

We appreciate there are times when cancellation of a stay with us by our guests is deemed unavoidable. Please understand though, **that a booking is a firm contract and should be regarded as such.** We strongly recommend the use of travel insurance to protect you from unforeseen events and circumstances that may cause you to cancel your booking.

A non-refundable deposit of one night's room tariff is required on booking, for each person booking. **We cannot accept one night stays at weekends or peak seasons.** The deposit is deemed to exist and is liable from the time the booking is made. The balance of the accommodation account will be due on arrival of the period booked, payable by CASH. The balance of the accommodation account may be paid by cheque, made out to **Mr A. Hallard**, no later than 10 (ten) days prior to arrival of the period booked. **Payment of your balance by cheque on arrival of your stay is not accepted.** At present, we regret that we do not have the facility to receive payments by debit or credit cards.

Overseas visitors will also need to show passports; giving numbers, nationality and next destination to comply with legal requirements.

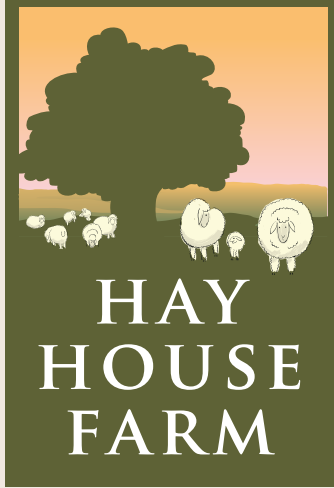
Hay House Farm, Belmont Road,
Ipstones, Staffordshire ST10 2JR

Telephone: 01538 266834

Mobile: 07831 295599

Email: info@hayhousefarm.co.uk

Website: www.hayhousefarm.co.uk



Please note the following:

1. **Deposits** are non-refundable, however, if you need to change the dates of your stay, your deposit will not be forfeited, as long as we have availability to suit your changes. No refund will be given if you fail to arrive on your planned arrival date. Full payment for the entire planned stay will be required.
2. **Arrival and departure:** Guests are welcome at Hay House Farm Country Guest House anytime after 4.00pm during their stay and are requested to vacate their room by 11.00am each day, to enable us to service the rooms and building generally.
3. **Latest** arrival time is before 9.00pm please, unless by prior arrangement.
4. **Breakfast** is served between 8.30am and 9.15am.
5. **During the week**, light meals, snacks and afternoon teas are available from 4.00pm to 6.00pm.
6. **At weekends, three course evening dinners** are available from 7.30pm, on Friday, Saturdays and Sundays.
7. **We are not licensed**, so you are most welcome to bring your own wines and beers with you and we have a wine chiller in our ground floor hallway for our guests' use.
8. **Please be aware that** Hay House Farm has a **strict no smoking policy**. If you smoke anywhere within the farmhouse building, you will be asked to leave.
9. **The hot tub** is free for our guests' use and available between the hours of 4.00pm and 10.00pm only. Sessions can be booked upon arrival, subject to availability. Bathrobes are provided in each bedroom. Please remember to pack your swimwear! Pregnant women and people with certain medical conditions should not use a hot tub. If in any doubt, please check with your general practitioner first.
10. **You will be asked** to leave if you present unacceptable behaviour, are under the influence of drugs and/or cause noise, nuisance, offence or damage. We reserve the right to take fair and reasonable payment for any loss or damage, other than fair wear and tear, and/or non payment of items taken, used or consumed.
11. **Hay House Farm** has a small, very friendly, cocker spaniel called Lucy, who lives in the farmhouse with us. We also have two small female cats, Kitty and Ginger, who can be seen wandering around from time to time. We have several free range chickens, who provide our breakfast eggs and roam around everywhere outside. Our small flock of pedigree Ryeland sheep, both white and chocolates, graze one of our fields.

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