



Terms and Conditions

General

This is a legally binding contract between the property owner, Sparham Hall Farm Holidays, and the holidaymaker. The property owner is also referred to as "we" and "us".

The holidaymaker is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

The property referred to the one you are booking

Bookings

Bookings are not accepted from persons under the age of 25 years or from parties where the majority of members are less than 25 years (except families).

A booking deposit of 30% of the cost of the booking is payable within 48 hours of the provisional booking being taken. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice.

The balance of the rental charge, along with the breakage deposit, is payable not less than 8 weeks prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. Please be sure to note the due dates of these payments as reminders are not routinely issued.

Bookings made less than 8 weeks prior to the arrival date must be paid in full at the time of booking.

Cancellation by the Holidaymaker

Cancellation of the booking by the holidaymaker should be emailed (lottie@sparhamhallfarm.co.uk) or made in writing and addressed to:

Lottie Parish, Sparham Hall Farm Holidays, Sparham Hall, Lyng Road, Norwich, NR9 5QY

In the event of a cancellation, we will attempt to re-let the property and if successful, a discretionary payment may be made. However, we strongly recommend you take out holiday cancellation insurance.

Until you have confirmation that the email or letter has been received do not presume it has. If you have not heard back after 48 hours of emailing or 5 working days of sending the letter, contact Sparham Hall Farm Holidays.

Cancellation by the Property Owner

The property owner will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes not available and the property owner has to cancel the booking, the property owner will endeavour to find the holidaymaker suitable alternative accommodation. If suitable alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund. The property owner shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

Miscellaneous

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made, and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

The property owner is entitled to ask the holidaymaker to leave the property without any refund if, in the property owner's opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable.

The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable.

Number of Guests

The maximum number of people entitled to stay:

The Apple Room - must not exceed 3 being 2 adults and one infant (adults in bed, infant in cot / travel cot) without prior arrangement with the Owner

The Buttery - must not exceed 6 being 4 adults and two infant OR 1 adult, 3 children and 1 infant (adults / children in beds, infants in cot / travel cot) without prior arrangement with the Owner

The Forge - must not exceed 8 being 6 adults and 2 infant OR 2 adults, 4 children and 1 infant (5 adults / children in beds and 1 on sofa bed, infants in cot / travel cot) without prior arrangement with the Owner.

Furthermore, only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund. Sub-letting

or assignation of the let is prohibited.

Dogs

Dogs are welcome strictly by prior agreement with the owner only. The Holidaymaker must undertake to ensure:

1. There is no more than one dog (agreed with the owner) at the property at any one time.
2. All dogs must be kept under strict control at all times whilst on the property and the farm.
3. Any fouling outside and all surfaces in doors must be cleared up immediately.
4. The Holidaymaker must bring the dogs bedding and all necessary equipment, including towels.
5. Dogs are not allowed in the bedrooms, the bathrooms or on any furniture.
6. At night dogs must be kept in their crate.

Dogs must not be left unaccompanied in the property at any time and must not be allowed in the bedrooms, on the beds or furniture. The holidaymaker shall be liable for all damage caused by his/her dog or any dog belonging to the holidaymaker's party. A charge will be made for any additional cleaning required.

Sparham Hall Farm is a working farm where other dogs live as well as livestock.

The property owner cannot be held responsible for any accident or injury to a pet during their stay.

We also charge an additional £20 for a dog to stay.

For full details on dogs please refer to Sparham Hall Farm Holidays [Dog Policy](#).

Arrival and Departure Time

Every effort will be made to have the property available from 4pm on the day of arrival unless agreed otherwise with the Owner. The property must be vacated by 10:00 am on the day of departure. Late departure will result in an additional charge being made. Information about keys and how to collect them will be provided once full payment has been received.

Liability

The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Children must be supervised at all times.

Cleaning

We would like to think the holidaymaker and party would treat the property as they would their own

home and at the end of the holiday the property is left in a clean and tidy condition. The property owner retains the right to make an additional charge for cleaning should the property not be left in a similar condition to the way it was found at the start of the holiday.

Breakages

The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Any accidental damage or breakages should be reported to the property owner prior to departure. The property owner retains the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for.

Parking

There is designated parking and this is located in the Cart Shed and is clearly sign posted on arrival.

Vehicles must be parked in the correct places to ensure access is maintained.

Complaints

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.

Return of Breakage Deposit

Your breakage deposit, minus any deductions, will be returned to you within 1 week of the departure.

Covid-19

During these unprecedented times we have added this section to our Terms and Conditions. If the government prevents you staying, or we are prevented from allowing you to stay due to restrictions imposed we will fully refund your booking.

If you are unable to stay due to you having to self-isolate we will be unable to refund your booking but will endeavour to rebook another date for you.

Please ensure you have travel insurance which includes cancellation due to Covid-19.

Please note - we will rigorously adhere to and expect all visitors to adhere to any social distancing guidelines and requirements that may prevail in the course of a stay.