



Banbury Hill Farm

Bed & Breakfast and Holiday Cottage Accommodation

Enstone Road

Charlbury

Oxfordshire

OX7 3JH

Tel: 01608 810314

Email: info@banburyhillfarm.co.uk

Website: www.banburyhillfarm.co.uk

Booking Conditions

We would like to welcome you to Banbury Hill Farm which lies in the Oxfordshire Cotswolds in an area of outstanding natural beauty over-looking the Evenlode Valley and Wychwood Forest. Set in 54 acres of rolling, wooded farmland our accommodation offers the peace & tranquillity of the countryside in which to relax and enjoy your holiday or weekend break. We ask that our guests follow the [Countryside Code](#) as well as the conditions set out below to ensure that everyone has an enjoyable stay with us. Please note that some of our facilities may be limited out of season.

Contract

Graeme and Angela Widdows are the owners ("the Owner") of the holiday cottages and bed and breakfast accommodation ("the Accommodation"). The Contract is entered into at the time the booking has been completed, and is subject to these terms and conditions, made between the Owner and the hirer of the Accommodation ("the Hirer").

We are happy to accept bed & breakfast accommodation bookings for any number of nights except during High Season weekends (May to August inclusive), when the minimum booking is 2 nights, or during Bank Holidays, when the minimum booking is 3 nights. A minimum booking of 2 nights applies to all Holiday Cottages at any time except during Bank Holiday weekends, when the minimum booking is 3 nights. Extending a booking will depend on availability at the time. If the accommodation is vacated early or cancelled, please see our cancellation policy.

Bookings (Bed & Breakfast)

Payment in full is required at the time of booking for all 1 or 2 night bookings and 3 night bookings at Bank Holidays to confirm your booking. For longer bookings, a deposit equivalent to the cost of the first nights stay will be applied. Any outstanding balance will be due 48hrs prior to arrival. We will do our utmost to accommodate all booking requests but cannot guarantee a specific room allocation in advance.

Bookings (Holiday Cottages)

Bookings will be confirmed on receipt of a non-refundable £100 deposit. Any outstanding balance payable is due at least 42 days prior to arrival. If the balance of the total rental payable is not paid prior to this date, we reserve the right to cancel the booking and you will forfeit the deposit paid. If the booking is made within 42 days prior to the date of arrival the whole amount is due.

Cancellation Policy

Cancellation of Bed & Breakfast Accommodation by you (the "Hirer"). You may cancel your booking at any time. Cancellation by you of your booking must be given in writing (email) and receipt must be confirmed by us. The effective date of cancellation is the date we receive your notification and the cancellation charges are payable by you as follows: Bookings can be cancelled up to 2 days before 2:30pm on the day of check in free of charge. Bookings cancelled less than 2 days before 2:30pm on the day of check in will incur a charge of the first night's stay. For cancellations made after 2:30pm on the day of check in or by failing to take up the booking without cancelling you will be liable for the total amount. No refunds will be given for early departures.

Cancellation of Holiday Cottage Accommodation by you (the "Hirer"). You may cancel your booking at any time. Cancellation by you of your booking must be given in writing (email) and receipt must be confirmed by us. The effective date of cancellation is the date we receive your notification and the cancellation charges are payable by you as follows: Cancellation date before arrival date; more than 42 days – loss of deposit only; 42 days and under – total holiday cost. In the event that following cancellation we are able to re-let the accommodation for the whole period booked, 75% of the charge will be refunded to you after your original departure date. No refunds will be given for early departures.

Cancellation by us (the "Owner"). In the unlikely event of cancellation due to unavailability of the accommodation sought, we will endeavour to provide suitable alternative accommodation. In these circumstances, if the alternative accommodation offered is not acceptable to you, the "Hirer", or an alternative is not possible, we will provide a full refund of the monies paid by you. Our liability would not extend beyond this refund.

Cancellation due to Covid-19 government travel laws restricting travel. If your booking can't legally take place due to (i) a Covid-19 national lockdown in the UK, or (ii) a Covid-19 local lockdown in the UK, either where the property you've booked is based or where you (as the lead booker) live, or (iii) the number of people and/or households attending it being in excess of those that are legally allowed to attend holiday lets in the area where the property is based, you can request a change of date or choose to receive a full refund. The owner may request any evidence that they reasonably require before making a refund.

Cancellation Insurance

Cancellation insurance is not compulsory, but we do recommend such insurance cover to protect the Hirer against the cancellation penalties.



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Holiday Accommodation

All Cottages are let as holiday or short stay accommodation and do not create a Landlord and Tenant relationship within the meaning of the Rent Acts.

Hirer Responsibilities

The Hirer is responsible for the Accommodation during their period of rental and is expected to take care of it, leaving it clean and tidy. You are responsible and liable for any breakages or damage which is caused to the accommodation. Please inform us of any damages, breakages or equipment failures as soon as they occur. The Hirer agrees to pay for any damages, breakages, additional cleaning, or loss of cottage property, such as keys.

Complaints

Any complaints must be referred to the Owner, who will promptly and fully investigate the matter and ensure that corrective action is taken, if the complaint is found to be substantiated. The Owner will not entertain or consider any complaints unless the complaint or problem has been raised by the Hirer in the course of the hiring, or in circumstances in which it is possible for the Owner to investigate the complaint effectively and take the necessary corrective action.

Liability

The Owner does not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Occupancy

The Hirer shall be entitled to occupy the Accommodation from 2.30pm (Bed & Breakfast) 3.00pm (Holiday Cottage) on the day of arrival and must vacate the Accommodation by 11.00am on the day of departure, unless there has been prior agreement to the contrary with the Owner.

On Arrival

On the morning of your arrival at 7am you will be emailed arrival details for your stay including a map of the farm and how to access your accommodation. Please follow the signs towards the Bed and Breakfast and Holiday Cottages. As we are currently operating a contactless check-in, after parking please make your way directly to your accommodation. Should you not receive your arrival details or need any further assistance on arrival please call 01608 810314, and a member of our staff will be happy to assist you.

Right of Entry

The Owner shall be allowed the right of entry to the Accommodation at all reasonable times for the purposes of inspection, or to carry out any necessary repairs and maintenance.

Regulations Governing the Occupancy of the Accommodation

1. Smoking is not permitted in the Accommodation. Smoking is also not allowed in the vicinity of the Stable Yard, or any other building at Banbury Hill Farm. Guests ignoring this rule will be asked to leave the premises. If smoking outside, please use the receptacles for cigarette ends.
2. Children under the age of 18 are not allowed to be left unsupervised at any time.
3. Only those people noted on the booking form are permitted to occupy the property. Any deviation to this must be agreed in advance by the Owners.
4. The Property must not be sub-let to other occupants, at any point during the period of the booking.
5. The number of occupants of the Accommodation must not exceed the maximum number stated on the booking confirmation.
6. Candles are not permitted to be lit within the Accommodation, or associated buildings.
7. The Hirer shall take reasonable and proper care of the Accommodation and its furniture, pictures, fittings and will leave the accommodation in a clean and tidy state.
8. The Hirer shall not carry out any activity, or make excessive noise in the Property, or surrounding areas, which might cause a nuisance to the Owner, or the occupiers of the adjoining Accommodation.
9. Banbury Hill Farm is a working farm and as such the Hirer should ensure they do not enter the stable yard or any building or storage area nor touch any of the equipment or vehicles on site. It is the full responsibility of parents to ensure children are supervised at all times and that they make them aware of any potential dangers on site.
10. If any accidents requiring medical attention occur within the boundaries of Banbury Hill Farm, please report full details to the management prior to your departure.



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Dogs

1. Well behaved pet dogs are allowed in the Property, subject to prior notification at the time of booking.
2. Dogs are not allowed on the furniture or beds, and must sleep in their own pet bed, provided by their owners.
3. Dogs should be kept on a short lead whilst in the grounds of the properties.
4. Dogs must not cause a nuisance to other pets, guests or the property owners.
5. Dog owners must keep to the designated footpaths when walking their dogs on the forest trails and farm walks.
6. All dog fouling must be immediately cleaned up and disposed of in one of the outside bins.
7. Dog owners must take responsibility for the control and actions of their pet at all times.
8. Dogs should not be left alone in the Property.

Termination of Booking

The right is reserved to terminate the booking with immediate effect if the Hirer fails to observe the Regulations imposed by the Owner. In the event of termination, the Hirer will not be entitled to any refund. The Regulations are set out in these terms and conditions and the Owner reserves the right to alter, amend or add to the Regulations at any time.

Data

We will never sell any information (anonymous or otherwise) collected from the use of our website & booking system to third party organisations. We understand that by providing your personal information to us you agree to its use for your booking and any future bookings. If you would like us to remove your data after your stay then please contact us.

Accessibility

Please familiarise yourself with the accommodation and our emergency procedures and if you would like any further support in the event of an emergency please make someone aware. If you would like any further information about accessibility, please contact us.