

# Booking Terms and Conditions

The Old Forge Barn Self-Catering Accommodation  
Knockin  
Oswestry  
Shropshire  
SY10 8HQ

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**VAT:** We are not VAT registered

Thank you for choosing to book with us at The Old Forge Holiday Barn, Knockin. We look forward to welcoming you. By making this booking, you are entering an agreement with us. Please read our terms and conditions of booking below.

## Prices

The price for the barn is for self-catering only. The prices we charge are governed by the agency that we work alongside.

## Pets

With the exception of assistance dogs, we do not allow pets at the property.

## Children

Children are welcome. A cot and high chair are available upon request. Cot bedding and pillows must be supplied by parents or guardians. Parents or guardians are responsible for their children's safety. Therefore, children should be accompanied and supervised at all times in the barn and the outside garden area, etc.

## Cancellation and Insurance

By making your booking, our agreement is a legal contract and your deposit is non-refundable in the unfortunate event that you should need to cancel within 14 days of your anticipated arrival and we are unable to re-sell the accommodation. If you cancel within 24 hours of arrival we reserve the right to charge you for the full cost of your stay.

If you cancel your booking giving more than 28 days notice, we will refund your deposit less a £10 administration fee per person or couple.

We would recommend that you consider taking out cancellation insurance to cover this cost.

### **Non-availability of Accommodation**

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

### **Arrival**

Your accommodation will be available to you from 3 p.m. on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we may be busy preparing the barn for your use. As this is not a hotel with a 24 hour reception, an agreed arrival time must be adhered to in order for us to be able to greet you and show you around the barn or allow you access by other means.

Please ensure you contact us to let us know if you will be arriving later than arranged via landline or mobile telephone (numbers above) in order for us to re-arrange other means of you gaining access.

### **Departure**

Please be ready to leave by 10.00 a.m. on the day of departure so that we can have the barn ready by 3 p.m. for the next guests.

### **Smoking**

Please note that in accordance with UK legislation, no smoking is permitted at The Old Forge Barn, this extends to all rooms and all parts of the barn. Smoking is permitted in the garden. Guests are respectfully requested to observe this condition and we reserve the right to ask anyone who disregards this policy to leave the premises immediately. Payments for the full booking will be charged plus the cost of cleaning all bedding, carpets, upholstery and soft furnishings.

## **Damages and Breakages**

Please take care when staying in the barn. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. All we ask is that you report any incidents as they occur. We have the right to send you an invoice for replacement, repair or making good if the damage or breakage is significant.

Please remember that damage may be more expensive to repair if it has not been attended to quickly or concealed.

A general price list for crockery and utensils is kept in the kitchen.

## **Liability**

We do 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.

## **Consideration to Guests and Owners**

When entering or leaving the barn, please respect others guests who may be staying in the Bed and Breakfast accommodation who may be resting or sleeping.

## **Privacy Policy**

Any data collected during the course of your booking may be stored on our computer. With your permission, we may, from time to time, contact you about promotions and offers. We will not share your details with any third party.

**A warm welcome awaits you by Wendy and Colin at  
The Old Forge Barn**