

Brackenborough Hall Coach House

Terms and Conditions

Availability - Please see our web site www.brackenboroughhall.com for availability. We offer a discount for longer or midweek term time bookings. The maximum stay in one apartment is 3 months. The number of guests must not exceed that advertised unless agreed with us.

Booking - Please return the completed booking form and pay the deposit (£100 per apartment per week) to book. We accept bank transfers, debit/credit cards (01507 603193) or cheques (to Brackenborough Hall Coach House or BHCH Holidays). Payment must be in sterling. The balance is due 6 weeks before your stay. We reserve the right to refuse any booking.

Arrival and Departure – check in time is 4 pm, and departure time 10 am. Please let us know when you intend to arrive - we will try to accommodate requests to arrive early, or depart late. Please leave the apartment/s in a clean and tidy condition.

Breakages/damage – The hirer of any apartment will be held responsible for any breakages or damage, and this must be reported to us. Minor breakages are not usually charged for, but we reserve the right to seek compensation for any damage.

Children and Safety – We welcome children of all ages. Parents and carers are responsible for them at all times. There is a moat surrounding Brackenborough Hall and Coach House and there are ponds on the farm. Brackenborough is a working farm and machinery may be operating at any time. Visitors are requested not to touch farm machinery, unless in the company of Paul, Flora or their employees. We have a suckler herd of beef cattle on the farm. Please drive carefully along the farm road. Please leave gates as you find them (open or closed). Some electric fences are in use. The Coach House and surrounds have ancient brick floors which are uneven in places. We do not accept liability for any personal injury, loss of, or damage to property or vehicles however caused or sustained.

Pets - Dogs are welcome, but must be pre-booked and are not to be left unattended at any time. An additional charge will be made of £20 per dog. Visitors are requested not to allow their pets on the chairs/beds. If you feel threatened by the cattle when walking your dog/s, consider releasing them from their lead/s when passing the cattle.

Smoking – The Coach House is a no smoking building. Smokers are requested to light up outside - but not in the farm yard, cattle sheds or near dry crops or straw.

Wifi – Wifi is provided free of charge. It is not to be used to access illegal or obscene material. We do not accept responsibility for any computer viruses.

Cancellation - If you have to cancel your holiday, please inform us immediately by telephone/email. We will not refund the deposit, and you must pay for the holiday in full unless we are able to re-let the apartment for the whole time. Should we have to cancel your holiday, our liability is limited to a full refund only. We would try to find alternative accommodation, but suggest that visitors take out their own cancellation insurance.

Offers – with your permission, we may contact you with offers. Information received by us will not be passed on but may be stored. Lots of our visitors return. We offer a 10% discount if you rebook within 7 days of departure (excluding Christmas/New Year).