



The Farmhouse at Polehanger

Terms and Conditions

Please note that the cottages on the driveway are privately occupied. Please do not disturb the occupants.

We have glamping cabins at the Meadows at Polehanger. Please do not disturb the guests at the Meadows at Polehanger or go into the paddock with the glamping cabins.

General

1. "The Farmhouse at Polehanger" is trading as Polehanger Farms Ltd, company number 00983080 and registered office at Polehanger Farm, Shefford Road, Meppershall, Shefford. SG17 5LH.
2. The Farmhouse at Polehanger ("the Farmhouse") is made up of the farmhouse and cottage. They have separate entrances but are joined by internal doors on the ground and first floors.
3. Customers renting the Farmhouse are referred to as "guests". This includes all those staying overnight in the Farmhouse.

Booking

4. We want you to have a wonderful stay at the Farmhouse. Please ensure that **all** guests staying in the Farmhouse are aware of these terms and conditions.
5. We are also an outside wedding venue in the summer months. We therefore look after our gardens and the grass so that it looks great for our wedding couples. Please look after this for us, too.

Personal data

6. Polehanger Farms Ltd will keep any confidential information or personal data supplied confidential and secret and use it only for supplying services. For more information, please see our Privacy Notice.
7. We are required to keep a record of all guests over the age of 16 staying in the Farmhouse. For British, Irish and Commonwealth guests, we require full name and nationality. For non- British, Irish or Commonwealth guests, we require name, address and passport number (or other evidence of identity/nationality). This is to comply with the Immigration (Hotel Records) Order 1972. This information will be kept for 12 months. Please ensure that we have this information before your stay.

Obligations: Security deposit - damages/breakages/cleaning

8. We appreciate there will be some wear and tear at the Farmhouse, but if anything is broken during your stay, please let us know as soon as possible. We will charge you out of your damages deposit for any damaged or missing items, and reserve the right to charge more if necessary.
9. The Farmhouse should be left in a reasonably clean and tidy condition. We reserve the right to charge for any additional cleaning necessary from your damages deposit if the Farmhouse is not left in an acceptable condition.
10. You will be held responsible for any damages caused by fire or negligence. Please ensure any candles, wood burning stove, and the fire pit are properly extinguished after use. The fire pit should **ONLY** be used on the stone surface outside and **NOT** on the grass.
11. We do not accept liability for any stolen or damaged property at the Farmhouse at any point during your stay. Once keys are handed over, you have responsibility for the Farmhouse.

Check-in/Check-out

12. Check-in is 3pm. Check out is 10am. Please help us by checking out at the required time, so that we can get the Farmhouse ready for our next guests.

Occupancy

13. The farmhouse has four double bedrooms. The adjoining cottage has two double bedrooms. Each double room occupies a maximum of **two** adults. We can provide travel cots but not extra beds for children.

Two extra infant child occupants can be in the farmhouse (no more than 10 people) or two extra infant children in the cottage (no more than six people). Please talk to us about extra children staying.

14. **We do not permit parties in the Farmhouse.** Visitors are not permitted to stay overnight in the Farmhouse. **Only those staying in the Farmhouse (and names provided at 7 above) should be staying overnight in the Farmhouse.** Any overnight visitors other than those we are told about are strictly prohibited.
15. Guests have the right to occupy the Farmhouse for the time specified and booked for only and have no right to remain in the accommodation.
16. Under 18s should not be left in the Farmhouse unattended.
17. Pets are permitted in the Farmhouse with our agreement. We reserve the right to charge you for any damage caused by pets, depending on the value of the damage. **Pets should NOT be permitted on the furniture and are not permitted upstairs.**
18. Any fouling, or other mess, made by pets must be cleared up immediately. We reserve the right to charge you from your damages deposit if we have to clear up after any animals.

Liability

19. Any accidents/injuries should be reported to us as soon as possible, and details will be entered into our accident book.
20. The Farmhouse is on a working farm. We have commercial units on the farm site and cabins at the Meadows at Polehanger. Vehicles may come and go throughout your stay. There is a pond on site, but it is in an area where guests are not permitted. Please ensure that you and your guests adhere to all signs and do not stray into areas marked "no entry". Please ensure children are not left unsupervised.
21. Entrance to the area in front of the barns, or in the barns, is strictly prohibited. Entrance to the area around the pond or commercial units is strictly prohibited.
22. **We refer you to the attached plan indicating where guests staying in the Farmhouse, should and shouldn't go.** Please ensure that all those staying in the Farmhouse are aware of this.

The Farmhouse rules and guidelines

23. We have put a lot of work into making the Farmhouse comfortable for our guests. You agree to take good care of it and its contents. Please leave it clean and tidy upon departure.
24. We ask that you keep noise to a minimum during your stay so as not to disturb our neighbours and the guests at the Meadows at Polehanger. Outside amplified music is not permitted after 10pm.
25. You should not act in a way that will cause disturbance or nuisance to other residents (including cabin guests at the Meadows at Polehanger). We reserve the right to ask any guests to leave (without refund) if there is repeated noise and any request to keep things quiet is ignored.
26. **Smoking* is not permitted in the Farmhouse.** Please smoke outside and make use of the sand buckets for extinguishing cigarettes. Please ensure your cigarettes are properly extinguished and disposed of and not dropped on the floor anywhere on-site. If the Farmhouse smells of smoke in any way, we reserve the right to charge you for additional cleaning. (* smoking includes all tobacco products, vaping and e-cigarettes).
27. There is a wood burning stove in the farmhouse living room. Please ask us if you do not know how to use this. **The fireplace in the cottage is not a working fireplace. The fireplaces in the bedrooms, and the dining room, are not working fireplaces.**
28. Lost property will be kept for two weeks, and if not claimed, it will be donated to charity. We will send items back but may charge you the cost of doing so.
29. **You must not charge your car with the farmhouse electricity supply during your stay.** We will ask you to disconnect. We can provide you with details of local charging points.

Waste disposal

30. Our toilets and sinks are connected to a **sewage treatment plant** – please, please, please, do not under any circumstances flush anything other than toilet paper down the toilet. We have provided a bin for sanitary items, nappies and wipes. Please make use of it.
31. Please do not put any oils or fats down the sink/shower or bath. Please do not put any waste fat, grease or cooking oil down the sink in the kitchen.

Booking/payment arrangements

32. The Farmhouse at Polehanger accepts bookings from persons over the age of 18 only. The named hirer will be responsible for all party members during their stay and may not pass the booking on to another party without informing us. Under 18s are not permitted to stay in the Farmhouse at Polehanger alone.
33. A 50% deposit is taken upon booking if the booking is more than 8 weeks away. If the booking is less than 8 weeks away, we will take payment in full.

Cancellation/failure to pay

34. If you **fail to pay the balance** of your stay 8 weeks in advance, we will keep your booking deposit. However, we will endeavour to re-let the Farmhouse for the dates that you have booked. If we can do this, we will refund you in full, less a £40 administration charge. If we cannot re-let the Farmhouse, we will keep your booking deposit.
35. If you cancel your booking with **more than 8 weeks** remaining before your stay, we will retain your deposit. However, we will endeavour to re-let the Farmhouse for the dates that you have booked. If we can do this, we will refund you in full, less a £40 administration charge.
36. If you cancel your booking **less than 8 weeks before your stay**, we will retain the full amount paid. (We will refund your £100 security deposit) However, we will endeavour to re-let the Farmhouse for the dates that you have booked. If we can do this, we will refund you in full, less a £40 administration charge.
37. If **we** cancel your booking (for reasons other than your breach of our terms and conditions), we will endeavour to move your date. If this is not possible, we will refund you in full.

Complaints/feedback

38. If you wish to make a complaint, please contact us as soon as possible so that we can try to resolve it during your stay. Please contact us on the numbers provided, or at thefarmhouse@polehanger.co.uk. Please contact us promptly.
39. The above conditions must be adhered to. We reserve the right to terminate your stay if any guests display unreasonable behaviour, cause nuisance to other guests or damage to the property or if the number of persons in the property exceeds the maximum stated.
40. We ask that you allow us, or our agents, access to the property at reasonable times to carry out any repairs or maintenance. It is possible that during your

stay, our gardeners will be present in the garden, especially in the Spring Summer months. We will give you notice of this.