

DOLES ASH FARM COTTAGES

GUEST INFORMATION & TERMS AND CONDITIONS

During your stay we want you to have a wonderful time and enjoy Dorset. We do not want to give you a long list of what you cannot do but there are some things we have to tell you and that **you** need to action in order to make your stay as pleasant as possible. Overall we simply ask that guests respect and look after our cottages and their contents as they would their own home.

DURING THE COVID PANDEMIC OUR FACILITIES AND SERVICES MAY HAVE TO CHANGE OR BE REMOVED FROM WHAT IS SET OUT BELOW AND WHAT IS ADVERTISED, SHOULD OUR FACILITIES HAVE TO CLOSE DUE TO GOVERNMENT RESTRICTIONS THEN NO REFUNDS WILL BE OFFERED. PLEASE SEE OUR COVID POLICY ON OUR WEBSITE. YOU WILL BE SENT PRE-ARRIVAL INFORMATION NEARER THE TIME OF YOUR STAY THAT MAY OVERRIDE SOME OF THE INFORMATION BELOW. PLEASE ALSO NOTE THAT IF YOU ARE UNWELL WITH SYMPTOMS OF COVID WHEN YOU ARE DUE TO STAY THEN YOU SHOULD REMAIN AT HOME, GET A TEST AND SELF ISOLATE.

1.0 MAKING A BOOKING & DEPOSIT

To make a booking please book online or call us on 01300 348248 or email sam@dolesashfarm.co.uk

1.1 A 25% deposit is required at the time of booking and the balance is payable at least 6 weeks prior to arrival. Bookings made less than 6 weeks prior to arrival, payment will be required in full. Once the deposit is received the booking will be confirmed and the contract agreed. We will confirm all bookings in writing by either post or email. The contract is between the owners of Doles Ash Farm Holiday Cottages and the hirer.

1.2 Rentals are not permitted to stag or hen parties and you must be of at least 18 years of age. We reserve the right to refuse entry to the entire party and or request early vacation of the property if this condition is not observed.

1.3 Only the amount of people booked will be allowed and must not exceed the occupancy of each cottage, failure to do this may result in the cottage not being available and monies paid will be lost.

1.4 All bookings are accepted in good faith by us. However, in the unlikely event we have to cancel any bookings previously confirmed our liability will be limited to the return in full of any monies paid please see clause 3.7

1.5 Once the booking is confirmed your ability to cancel and the terms applicable are set out in clause 3.0

2.0 PAYMENTS

2.1 cheques or BACS payments are acceptable. Please make cheques payable to Doles Ash Farm. If paying by cheque please ensure that cheques will be cleared prior to your arrival or they will not be accepted. You can pay by BACS, please contact us for our BACS details. Please check if there are BACS fees payable especially from overseas as these will have to be paid for by yourselves.

3.0 CANCELLATION TERMS

3.1 It is your responsibility to have adequate **holiday insurance** to cover any loss you may suffer as a result of the cancellation of your stay. If you choose not to take out holiday insurance, then you need to accept any loss you may incur.

3.2 Should you wish to cancel please make any cancellations by telephone and then confirm in writing asap.

3.3 Once your booking is confirmed (ie deposit paid) the dates of your stay are not transferrable

3.4 Your inability or disinclination to travel and stay for any reason such as (but not limited to) COVID, illness, self-isolation, quarantine, work circumstances, family emergencies etc does not give you the right to cancel and receive a refund, our terms are set out in clause 3.5 and 3.6 and 3.7. COVID is a known risk and we strongly recommend you take out holiday insurance. Refunds will not be given to group bookings of more than 1 household should you wish to cancel due to government imposing household or number restrictions (such as rule of 6 or no mixing)

3.5 For cancellations by you more than 6 weeks (42 days) prior to your arrival

If we can re-let the cottage under the same terms (price) then we will refund your deposit less an a booking fee of £85 (this fee covers our admin costs, accounting fees and the cost of re-advertising). If we are unable to re-let the cottage for the dates of your stay then you will not be entitled to a return of your deposit.

3.6 For cancellations by you less than 6 weeks (42 days) prior to your arrival

You will be liable to pay the balance (if you have not already paid it). Should we be able to re-let the cottage under the same terms (price) then we will refund all monies paid you less a booking fee of £85. If we are unable to re-let the cottage for the dates of your stay you will be only entitled to a nominal refund to cover the costs that we would have saved by not letting it. The exact amount depends on length of stay and size of cottage but it will be between £50 for small properties- £100 for larger properties.

3.7 Cancellation by us :-

1. We reserve the right, in the interests of safety or any other reason beyond our control (Force Majeure Eevent) to cancel your booking or alter arrangements made for you (for example through acts of God, floods, fire, etc) In this unlikely event our liability is limited to return monies paid to you in full.

2. Should our cottages not be available due to the COVID pandemic or national emergency that has resulted in our closure by the British Government we will contact you asap and a full refund be given. Should you need to cancel due to COVID government travel restrictions /local lockdowns imposed at your given address then you will be **refunded in full or offered to transfer dates**. Please note that we have to follow any guidelines set by the government and that during the COVID pandemic these can change frequently, should any guests who stay with us not follow the guidelines then they will be asked to leave.

4.0 HIRING TERMS & LIABILITES

4.1 All descriptions are written in good faith, the properties may vary slightly from the website as these are used for illustrative purposes only, however this is largely due to upgrading and decorating.

4.2 We will not be liable to you for any issues and non-availability of our services, facilities and amenities which may be altered or withdrawn. We will notify you if there are any changes that may alter your experience or impact your booking. We will seek to rectify any issues as soon as we can.

4.3 We reserve the right to enter cottages for urgent maintenance works.

4.4 We accept no responsibility or liability for any loss or damages to the hirer's possessions or cars. You must take all necessary steps to safeguard yourselves and your property. We shall not be held liable for accidents or injuries to you or your party on our property unless caused by our negligence.

4.5 Any breakages or damage must be reported to us and paid for if requested to do so.

4.6 Night lanterns, fireworks and candles are forbidden

4.7 You may charge personal electronic devices at the cottages but for anything else you must get in touch with us. Please note that we have no EV charging points and we cannot allow cars to be charged by cable from the cottages

4.8 If you wish to have any third-party service at the site or cottage during your stay such as catering, treatments, swimming lessons for example then you must obtain our written permission and we must see third party's liability insurance. During the COVID pandemic, no visitors or 3rd party services will be allowed.

4.9 We are not a party venue and are suited to guests who are looking for a quiet retreat. Please respect your neighbours with noise and no visitors to cottages after 10pm. Anti-social behaviour will not be tolerated.

For our privacy policy please visit our website <http://www.dolesashfarm.co.uk/privacy-policy/>

THE BELOW SERVICES/ INFORMATION IS SUBJECT TO CHANGE UNTIL THE CURRENT PANDEMIC IS OVER. PRE-ARRIVAL INFORMATION WILL BE SENT CLOSER TO THE TIME OF YOUR ARRIVAL.

ARRIVAL & DEPARTURE

Please call us on our home number when you have arrived. Your cottage will be left open for you with the keys on the table.

Please use post code **DT2 7RE** for sat navs. Should you require full directions please visit our website.

Arrival time is any time after **3.30pm** and before 10.00pm. On arrival, please park your car in the designated guest parking area and walk into the courtyard of the complex. Please go to the green stable door of the farmhouse (ring doorbell) and we will welcome you and give you your key.

Departure time is **10.00am**. Please leave the cottage in a clean and tidy condition with rubbish removed and dishes/glasses put away.

PARKING

When you arrive you can unload your car outside your cottage in the courtyard area, after this (for the safety of all) we ask that you park your car in the designated guest car park which is just outside the courtyard.

GROCERIES

There is a large Tesco and Waitrose Supermarkets in Dorchester and a Sainsbury's in Sherborne. All these supermarkets deliver to the cottages, please give post code DT2 7RE and Doles Ash Farm Holiday Cottages. Should you wish to order a delivery of groceries, please arrange for them to arrive after you, we cannot accept deliveries on your behalf. In the village there is a small store with basic essentials such as milk and bread.

SUPPLIES

We provide you with a pint of milk, tea, coffee, toilet rolls, dish cloth, washing up liquid, dishwasher tablet, this is to get you through the first couple of nights!

DOGS

All dogs must be pre-booked. There are plenty of local footpaths for walking. Dogs must be kept on the lead whilst in the grounds of the complex. Please do not allow dogs on any furniture and beds and please bring your own dog bedding and towels. Dogs are not to be left unattended in the cottages and they must be housetrained. The cottages are close together and set around a courtyard so may not be suitable to dogs of a nervous nature.

Sorry, we do not accept puppies and we do not accept any other pets.

WIFI

We offer FREE wifi for general surfing of the internet and emailing. As we are in a rural area , there is no fast broadband service and our broadband will not support heavy usage. The wifi is not to be used for any illegal purposes.

SMOKING

Smoking is not permitted in any of the cottages. Candles and fireworks are also not permitted in or around the cottages. We provide log fires and ask that you do not leave them unattended.

BED LINEN & TOWELS

The beds are made up for you on arrival and we provide a bath towel and hand towel for each guest. **Please bring extra towels for swimming pool and the beach, cottage towels must not be taken into the pool area.**

FACILITIES

Swimming Pool

The swimming pool is FREE to use for residents of the complex only and is currently available for private booked swim slots (this could be subject to change). **We are sorry but no visitors are allowed in the pool.**

The swimming pool is **NOT supervised** and you use the pool entirely at your own risk. The key for the pool will be given on arrival to a responsible adult and must be signed for. For the safety of all guests, the door to the pool must remain closed at all times even in the summer.

Please bring your own towels to use for the swimming pool.

Children under 16 must be accompanied by an adult at all times.

Games Room

The games room is located through the playing field behind the cottages. In the games rooms you will find a selection of books and games along with table football, table tennis and a pool table. The games room is unsupervised. We would kindly ask that due to the large windows of the pool and cottages that football and ball games **are not played in the courtyard**, there is a large field with goal posts behind the pool.

Tennis Court

No need to book – available on a first come first served basis. Please bring your own rackets and balls. Please do not ride scooters or bikes etc on the tennis court or courtyard.

Laundry Room

We have a laundry room with a washing machine and coin operated tumble dryer. Please supply your own washing powder. There is also an outside area for drying clothes.

WALKING

There are miles and miles of glorious walks right on your doorstep. To enjoy the best of the walks it is advisable to use an Ordnance Survey map or guide books (available at the Tourist Information in Dorchester).

BEACHES

The nearest beach is **Weymouth Beach**. This is a beautiful sandy beach but can get very busy on hot days. It has various amusements and water rides. Weymouth Quay is just around the corner from the beach and worth exploring.

Studland beaches are beautiful and more natural than Weymouth and take about 40 minutes in the car.

Ringstead beach is a little known beach on the way to Preston. It is mostly stony but has amazing views. You will have to pay £5 to park the car but there is a little café and toilets.

Sandbanks beach is long and sandy and has the added bonus of Poole Harbour being over the road. A good trip out is to take one of the boats from Poole Quay and go over to Brownsea Island for the day (good nature trails for younger children).

Lyme Regis is also an excellent day out and has a lovely beach and cafés

COMPLAINTS

We hope you enjoy your holiday or break with us, should you have any complaints please raise them with us immediately so we can do our best to rectify any problems you may have. Complaints will not be addressed after departure.

We hope you enjoy your stay and should you need anything just call in at green stable door of farmhouse. If we are not around and it is urgent - please call mobile 07768 220336

Sam & Richard Styles