**General**

No parties or events are accepted unless prior approval is given – the maximum number of persons using the accommodation at any time must not exceed 4 people for the Chwefru and Irfon Pods, 6 for the Wye and 10 for Old Great House Farm and only the number detailed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

For health and safety reasons, we cannot allow you to have day visitors to you accommodation unless we have given prior approval - please meet family and friends off-site so we can limit the number of people on our site.

Bookings cannot be accepted from persons under eighteen years of age.

We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes – we will agree this with you if required (e.g. water leak, electricity problem).

Please make sure you switch off lights, heating or any electrical appliances when you go out – we’re eco-friendly.

The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds or hot tub.

No compensation will be given for any temporary outage of electricity, water, internet connection or television service.

**Payment Policy**

To secure your booking, a non-refundable deposit of 25% of the total cost of your stay is required. You may also choose to pay the full balance at the time of booking.

Full payment is required at the time of booking if your stay is less than 30 days away.

The remaining balance must be paid in full 30 days before your stay. You will receive an email with a payment link a few days before the balance is due.

If the balance is not paid by the due date, Great House Farm Luxury Pods and Self Catering reserves the right to re-let the accommodation and retain the deposit. We will attempt to contact you by e-mail and phone, but, if we cannot get hold of you by 7 days before the due start date of your holiday we will cancel your stay. If you change your e-mail address or phone number please advise us so we can update our system.

Bookings are made securely online and we accept most major debit/credit cards through our online booking system.

**Cancellation (please refer to Covid cancellation below)**

We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.

In the event of no-shows, we do not offer any (either full or partial) refund.

Should you cancel your stay more than 30 days before the day of check-in, we will retain the booking deposit. If we can re-book your accommodation, then your deposit will be refunded, minus a £50 administration fee. Any deposit less than £50 will not be refunded. We will also offer you the opportunity to change your dates with us – this is valid for 12 months from the date of your original stay. Any additional cost relating to a change of dates would be payable.

Should you cancel your stay within 30 days of the start date we will offer you the opportunity to change your dates with us – this is valid for 12 months from the date of your original stay. This is not valid for cancellations within 7 days of the start date. In both cases, if we can re-book your accommodation, then your money will be refunded, minus a £50 administration fee. Any additional cost relating to a change of dates would be payable.

All cancellation requests must be received in writing to ourselves.

In the event of cancellation of your booking by Great House Farm Luxury Pods and Self Catering – for any on-site health and safety or quality-related issue (such as disruption to water supply) – you are entitled to a full refund of the money you have paid. You may also opt to change your booking to another date, subject to availability. Any additional cost relating to a change of dates would be payable.

Any liability arising from the cancellation of your stay by Great House Farm Luxury Pods and Self Catering, for whatever reason, is strictly limited to the total sum paid to us by you.

Great House Farm Luxury Pods and Self Catering gift vouchers are non-refundable..

**Covid 19**

In recognition that this business has confirmed that they have followed government and industry COVID-19 guidelines, ensuring processes are in place to maintain cleanliness and aid social/physical distancing.
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Great House Farm Covid-19 cancellation policy
If Covid-19 government restrictions require Great House Farm Luxury Pods and Self Catering to close, or you are in a tiered area that the government has not allowed to travel to us, you are entitled to a full refund or are able to transfer to alternative dates.
You will qualify for a full refund, or to take the option to change your dates for later in the year or up to a year from your arrival date, for the following reasons,

* If we need to cancel your holiday due to a national lockdown.
* Local restrictions including local lockdowns preventing travel are in place affecting your booking postcode
* Local restrictions including local lockdowns preventing travel are in place in our postcode preventing you from travelling to us.

Please email us with any queries regarding your booking at greathousefarmpods@gmail.com with your booking reference and dates the reason why you cannot travel.

The Welsh Government guidance is to isolate if you have Covid 19. If you are due to stay with us and test positive then we will change the dates of your stay - any additional cost relating to a change of dates would be payable. Proof of a positive test result will be required.

Please note that if you have changed your mind, and no longer wish to come on holiday or if you are concerned about a future dated holiday, you are welcome to change your dates if 30 days before due arrival date; unfortunately unless a national or local lockdown have been confirmed by the Government on dates that impact your holiday, we cannot refund your holiday.

If you do change your mind and cannot come on your planned holiday, please inform us as soon as possible and we will try to re-book the dates and will hopefully be able to refund the remaining balance if the same dates can be rebooked.  Deposits are non-refundable, but we will endeavour to transfer dates if at all possible and with enough prior notice given.

Great House Farm Luxury Pods and Self Catering has a new normal, in line with government Covid-19 advice we have implemented: ​

For health and safety reasons, we cannot allow you to have day visitors to you accommodation - please meet family and friends off-site so we can limit the number of people on our site.

**Booking Date amendments**

If your stay is more than 30 days away, we will allow you to move your booking to an alternative date without any charge, subject to availability. Any additional cost relating to a change of dates would be payable.

We will try to but cannot guarantee we will be able to move booking dates within 30 days of the start of your stay.

To request a date change, email greathousefarmpods@gmail.com or ring us on 07841815431

Whole-site bookings – You may move your booking to an alternative date if your stay is more than ten weeks away, subject to availability. We will not move exclusive hire booking dates within ten weeks of the start of your stay.

**Travel Insurance**

We strongly recommend that you take out UK travel insurance when you make your booking.

We recommend additional cancellation insurance to cover you in the event of cancellations such as illness, inclement weather, etc.

**Cleaning and Equipment**

We kindly ask that accommodation is left as clean and tidy as when you found it. Cleaning products are provided for your use. This includes the hob, microwave, sink area, crockery, cutlery, pans, utensils and shower room. Bins should be emptied and sorted into the recycling bins before your departure. We reserve the right to make a charge to cover additional cleaning costs if guests leave the property in an unacceptable condition.

An inventory is provided in each unit. The inventory lists the items in each unit and which you should check on arrival. Guests should not remove any item from the property.

Damages and breakages – please treat the facilities and accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage.

The fire pit supplied must not be moved for safety reasons. Only timber or charcoal can be burnt in the fire pit. It is forbidden to collect and burn any timber from the site (hedgerows, etc). Frying pans and saucepans that are provided in the pods MUST NOT be used on the fire pit/BBQ.

**The Farm Environment**

Great House Farm is a working farm, so please be aware that at certain times of the year important jobs need to be carried out on the farm, such as lambing and harvesting. These are vital to our working farm but sometimes cause smells and some noise (but are quite fun to watch!). Sheep will be in the field below the pods and the chickens will be adjacent to the car park. They can be quite inquisitive and might pop their heads over the fence to say hello or please feel free to feed the chicken left over bread, fruit and veg peelings.

As a working farm, there is often farm activity nearby and complete silence cannot be guaranteed!

**Parking**

There is a designated car park at the entrance to the pod site (cars are not allowed on the pod site) and there is a short walking distance through a pedestrian path to each of the pods.

A maximum of 2 vehicles are allowed per pod unless agreed beforehand.

Cars may not be driven along the pedestrian path to the pods at any time.

For Old Great House, there are 2 designated vehicle spaces in the car park. Any additional vehicle must be agreed beforehand. Vehicles may drop of luggage on the yard next to Great House Farm.

**Smoking**

There is absolutely no smoking (including e-cigarettes) permitted either in the pods, Old Great House or on the decking areas. Smoking is allowed on the patio area and an ashtray is provided. Please ensure that you put all cigarette ends in the ashtray.

**Dogs**

* Only 1 pet is allowed at one time
* Please don’t let pets onto the furniture, especially sofas and beds
* Guests are responsible for cleaning up after their pets
* Please note that this is a working farm and dogs must be kept on leads at all times.

**Arrival / Departure Policy**

We will meet all guests on site and show you to your pod and explain where things are. There is also an information book in each pod if you forget anything or you can always text us.

Check-in is from **3pm.** We ask that guests don’t arrive early so we have time to prepare. We are unable to accept check-ins after 10pm.

We work on the farm for most of the day and are present on the pod site several times a day. If you need anything text or call 07841815431.

Check out is up to **10.00 am**. Leave your keys inside your pod. We ask that guests check out by 10.00 am so that we are able to clean the pods, empty and re-fill the hot tubs and clean the patio areas ready for the next guests. Late checkout may will occur additional charges if not arranged in advance. We will charge £5.00 per half hour for late check outs.

**Code of Conduct**

We expect all our guests to respect and look after the site, the pods/house. We also ask you to respect your fellow guests and keep noise levels to a minimum after 10pm.

Parents are responsible for their children, and children must be supervised at all times.

Our pods are sited in a quiet field and the self catering house in the farmyard on a working farm and there may be tractors/vehicles moving at any time. There are large areas on the pod site for children to play and the site is vehicle free, but access to the main farm and buildings is not permitted due to safety risks unless accompanied, by arrangement, with one of the team. We take our Health and Safety responsibilities very seriously and ask visitors to respect our safety rules.

The walls around the pods are also traditional dry stone walls and are not safe to be played on.

**Hot Tubs**

Guests staying in our accommodation have use of private hot tubs. Hot tub temperatures must not be changed during the stay.

We charge £50 to empty and refill a hot tub during a stay if the water becomes contaminated.

Repairs for any damage to the hot tubs or hot tub covers will be charged to the person who booked.

IMPORTANT HOT TUB RULES:

Do not exceed the maximum number of bathers in the hot tub (up to a maximum of six guests only).

The hot tub cover must be in place and locked when not in use.

Children must always be supervised around the hot tub.

Bathers under 16 must be supervised by an adult.

No child under four should use the tub due to the risk of overheating.

Children mustbe able to stand on the bottom with their head fully out of the water.

Children should spend no longer than 15 to 20 minutes in a hot tub.

No candles, smoking or eating in or on the hot tub – only plastic glasses to be used in the hot tub.

All hot tub users should shower before using the tub.

Do not wear body oil, creams, lotions or fake tan in the water.

Do not pour oil, soap or any other product into the water.

Don’t use the tub if the water temperatures exceed 40 degrees C.

NHS guidelines suggest that you do not use a hot tub while pregnant due to the risk of overheating, dehydrating or fainting.

Seek medical advice if you have a medical issue, for example heart or respiratory problems.

Do not use the hot tub if you have a rash or broken skin, have experienced diarrhoea or vomiting in the last 48 hours, have a fever or flu-like symptoms.

If you feel too warm, get out of the hot tub and take a break.

Take regular breaks when bathing in the hot tub to avoid overheating and dehydration.

Avoid dehydration when using the hot tub by drinking plenty of water.

Do not use the tub if you are under the influence of alcohol or sedatives.

Do not jump into or out of the hot tub.

Take care when getting into or out of the hot tub due to the risk of slipping on wet surfaces.

Any problems with the hot tub must be reported to Great House Farm Luxury Pods and Self Catering immediately, including any damage.

If your stay is longer than a week, then the water will be changed in the hot tub on day 7.

**Liability**

We accept no responsibility for any loss or damage that may occur to your car or associated property whilst on Great House Farm Luxury Pods and Self Catering site, except where such loss or damage has arisen as a result of our negligence or a breach of our duty to you.

If you have an accident while on site this must be reported to ourselves to complete an accident report under health and safety requirements.

**Security deposits, damage, loss, theft**

Guests agree to inform the owners of any damage or loss however caused, excluding reasonable wear and tear incurred during occupation. Guests should not remove any item from the property. The owner may ask for reasonable replacement costs. We do not take a security deposit and rely on guests to respect the pods and equipment – we understand that accidental breakages happen – please inform us before you leave.

**Complaints and Compliments**

If you have a problem with your accommodation during your stay please advise us as we would like the opportunity to resolve it as soon as possible – contact 07841815431.  Please let us know of any damage, breakages or maintenance issues that you come across.

We take all comments from our guests seriously and in the unlikely event that you wish to make a complaint you can contact us by phone or email and we will respond.  We will try to resolve any issues as soon as possible.

If you like our site and enjoy your stay we would love to hear about it too and please feel free to let us know if there are things you think we could improve – you are our guests and we are always looking to improve your stay.

**Privacy Policy**

The new EU General Data Protection Regulation (GDPR) came into force on 25th May 2018.

Our website and our business systems are maintained to comply with the following data protection and user privacy regulations:
[UK Data Protection Act 1988 (DPA)](http://www.legislation.gov.uk/ukpga/1998/29/contents) and the new GDPR regulations [EU General Data Protection Regulation 2018 (GDPR)](http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2016.119.01.0001.01.ENG&toc=OJ:L:2016:119:TOC). We are registered with the Information Commissioners Office (ICO).

We may collect the following information:

Name, address and postcode

Contact information including email address

Credit/debit card details (not stored or retained)

Other information relevant to customer surveys and/or offers

We require this information to process your booking and provide you with good customer service.

Our website uses Google Analytics (GA) to track user interaction. We use this data to determine the number of people visiting our site and to better understand how they find and use our web pages.

Environment

Great House Farm Luxury Pods and Self Catering is committed to enhancing our environment and we strive continuously to reduce our impact on it. We go beyond basic legal and regulatory requirements in order to fulfil our environmental agenda.

We are committed to providing excellence in customer service and superior comfort for all our guests whilst upholding our dedication to help preserve and protect our natural environment and our planet.

Our Environmental/Green Policy outlines how we aim to minimise our carbon footprint as much as possible. We currently:

Re-use materials (such as stone) on the site where possible

Use paper made from sustainable sources wherever possible.

Buy goods and use services as close to the site as possible to minimise miles.

Use energy saving light bulbs throughout the site wherever possible.

Recycle all glass, paper and plastic.

Utilise the internet and email as a means to distribute information such as newsletters, brochures and letters.

We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

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