

## **Booking Information and Terms & Conditions**

### **How to Book**

Firstly please telephone 01637 860236 to ensure availability of accommodation before sending the reservation form (If there is no-one to answer your call please leave your name, number, accommodation and date required and we will get back to you as soon as possible). We can then provisionally hold your reservation until the reservation form and deposit is sent to us. We can not confirm a booking until deposit has been received. We have details of holiday cancellation insurance if required, although it is not obligatory to our booking conditions we do recommend that you get yourselves covered in the event of an unforeseeable cancellation.

### **Extras**

Bed linen is provided. Please bring your own towels and cot bedding - only a cot mattress is supplied. Please pre order all extras required on your reservation form. All hire costs (BBQ, Patio Heater) will be payable with your balance.

### **Housekeeping Deposit**

We require £75 for the Barn and £25 for the Stable per booking fully refundable on your departure after short inspection of the property. This is to ensure the accommodation is left clean and tidy as it was found and to maintain the quality of the accommodation. If there is any damage or nuisance/noise caused that may have upset other guests the housekeeping deposit will be used as compensation to them. This deposit is to be paid with the balance 1 calendar month prior to arrival.

### **Payment**

We require a deposit of 25% of the total holiday cost. This can be paid by cheque, debit or credit card. The remainder of the balance plus all other costs must be received no later than 1 calendar month before arrival. For the balance we accept cheque or debit card but regret that if paying by credit card we have to charge a 2% handling fee. Please make cheques payable to 'Mr and Mrs D Wheeler'.

### **Cancellation**

Cancellations must be in writing and will result in the loss of the deposit. We will make every attempt to re let the accommodation. If the accommodation cannot be re-let, liability for the cost of the holiday will be yours. Holiday Insurance is not obligatory to our terms of booking but is recommended.

### **Terms and Conditions**

Reservations will be cancelled if a deposit and booking form is not received within 1 week of the provisional telephone reservation. All reservations will be subject to written confirmation upon. If a reservation cannot be accepted (at our discretion) the deposit will be refunded to you.

Failure to send the holiday balance 1 calendar month before the arrival date will be regarded as a cancellation and the deposit will not be refunded.

Only persons named on the reservation form are to stay, we must be given notice of any further persons, providing there is bed space, before arrival and billed accordingly – to be paid 1 calendar month before arrival or in full after this time.

We regret we are unable to accept all male or female parties of young people or groups of young persons.

The accommodation will be available from 3pm on arrival day and request that they be vacated by 10am on departure day. Refunds can not be made for early departures.

Guests are requested to leave the accommodation and its contents in a clean and tidy state. Any breakages must be reported, these and any cleaning needed will be charged to you. Please study the inventory, which you will see on arrival.

In the event of equipment breakdown, we (the owners) cannot be held responsible although we will make every effort to make repairs or rectify the situation as soon as possible.

We cannot accept any liability for any of the following;

Injuries or loss of life of anyone in the party, loss or damage to any property brought on to the premises or loss or damage caused by any vehicles on the premises.

## Reservation Form

Please fill in this form ensuring you answer all questions and send to: Mr & Mrs Wheeler, Merlin Farm, Mawgan Porth, Newquay, Cornwall TR8 4DN. Please don't forget to enclose a deposit cheque for 25% of the total holiday cost or the total cost of holiday if booking within 1 calendar month of arrival.

Accommodation Required (please delete as necessary)	The Stable / The Barn		
Arrival		Departure	

Note: Strictly Families / Couples over 18 yrs Only – no groups of young persons.

<b>The Stable</b> – Please fill in names here if booking the Stable. No more than 2 persons		
Title: Mr, Mrs, etc	Surname	Age (if under 21)

<b>The Barn</b> – Please fill in names here if booking the Barn. No more than 10 persons (max 6 adults)		
Title: Mr, Mrs, etc	Surname	Age (if under 21)

Name and Address inc. Postcode			
Telephone			Email
Mobile Tel	we can contact you if accommodation becomes available earlier on arrival day or we may need to contact you in emergency during your stay		
Cot Hire (free) no. required, max 2		Highchair Hire (free) no. required, max 2	
Gas BBQ Hire £10 pw	Y / N	Gas Patio Heater Hire £35 pw	Y / N
BBQ & Heater £40 pw	Y/N		
Fill in this section if occupying Barn only: Please tick which beds you would like made up			
Master Bedroom (1 <sup>st</sup> Floor)	Double	Single	Single
Family Bedroom (Ground Floor)	Double	Bottom Bunk	Top Bunk
Twin Bedroom (Ground Floor)	Single	Single	
If requesting cots, please tick which room you would like them placed in			
	Master	Family	Twin
How did you find out about us ? (We find this information very helpful to know)			
Google /Cornwall Tourist Board/ if other please specify:			
Why did you choose us ?			

Payment	£ .....Please delete as necessary: 25% Deposit /Total Holiday Cost If paying total holiday cost please include all hire costs and housekeeping deposit (£75 Barn/£25 Stable) Please make Cheques payable to: 'Mr and Mrs D Wheeler'
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I certify on behalf of myself and the persons named above  
that we have read and agree to accept the terms and conditions

Signed	Date
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Estimated Time of Arrival	Accommodation will be available from 3pm
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