

# THE IVY BARN

## **Terms & Conditions**

Thank you for choosing to make a booking at The Ivy Barn B &B. By making a booking you are entering into a binding agreement with us.

As The Ivy Barn is a small family run establishment, we are unable to offer room service and there is no night porter facility.

## **Deposits**

For all bookings in order for us to confirm a reservation, a £30 deposit per room, per night, is required to secure your booking, This can be paid via our Worldpay link, credit or debit card or bank transfer.

We confirm every booking via e-mail (by post if requested).

## **Balance**

Once a booking is confirmed the guest is responsible for the full balance of the cost of the stay. The balance shall be paid no later than 48 hours before the booking is due to commence. Payment can be made via our Worldpay link, bank transfer or the balance will be processed on the card supplied at booking unless otherwise requested. We will send you a payment request before you arrive.

## **Cancellations**

The Ivy Barn Bed and Breakfast has a strict cancellation policy and we advise guests to take out adequate insurance in case of any unforeseen circumstances resulting in any cancellation. Your booking with The Ivy Barn Bed and Breakfast is a legally binding contract and any changes or cancellations must be made in writing by email. A booking can only be regarded as amended or cancelled upon receipt of our confirmation. Our cancellation policy is as follows:

- Upon booking a deposit is payable and any deposit paid is non refundable
- Cancellation within 48 hours of date of stay - the full value of your booking will be charged
- No cancellation notice received and fail to show - the full value of your booking will be charged
- Early departure – No refunds will be given and the full value of your booking will be charged

In any of the above cases except a 'no show' or early departure if we are able to resell the booking/room/s, only the deposit will be taken, any balance payments made will be refunded .

## **Non-availability of Accommodation**

We would only cancel your reservation if your accommodation was unavailable for reasons beyond our control. We would, however, use reasonable endeavours to arrange alternative accommodation of a similar standard. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the reservation. Our liability would not extend beyond this refund. We reserve the right to alter rooms allocated if necessary. We are relieved of all liability should the Bed and Breakfast accommodation not be made available due to circumstances beyond our control (see Force Majeure) and the deposit will be refunded in full.

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## Force Majeure

We regret we cannot accept responsibility or pay any compensation where the performance or prompt performance of our contract with you is prevented or affected by reason of circumstances which amount to “force majeure”. Circumstances amounting to “force majeure” include any event which we could not, even with all due care foresee or avoid. Such circumstances include the destruction or damage of our property (which cannot reasonably be remedied to a satisfactory standard before the start of your stay); through fire, flood, explosion, storm or other weather damage, break-in, criminal damage or any similar event. Such circumstances also include but are not limited to failure of supplies of water, power, transport, equipment or other services, restrictions imposed by government or local authority, riots or civil strife, industrial action, natural or nuclear disaster, pandemics, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

## Suspected case of Covid-19 whilst staying

If you or a member of your party begin displaying signs of the Covid-19 virus while staying at The Ivy Barn Bed and Breakfast, you should inform us immediately and self-isolate where you are to minimise any risk of transmission, and request a test. If it is confirmed you or a member of your party has Covid-19, you should return home if you reasonably can. The Government Guidelines say you should use private transport but only drive yourselves if you can do so safely. If you cannot reasonably return home (for example because you are not well enough to travel or do not have the means to arrange transport), you will need to discuss your circumstances with an appropriate health care professional and, if necessary, the local authority. Guests should follow Government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. **If you have to extend your stay you will be liable for the cost of the extended stay at the same daily rate agreed for the original booking.**

## Check-in time - *is between 15:00 and 21:00, earlier or later by arrangement only.*

We do request an approximate arrival time at the time of booking. Arrival before or after these times is by prior arrangement. There is a fee of £20 for an early arrival before 1pm, this is subject to availability and this must be by prior arrangement. Please contact us directly if you require an earlier time to check-in to ensure that there is someone to greet you or are you are likely to arrive after 21.00. Out of consideration to all of our other guests who are coming to us for a peaceful and relaxing escape we prefer that check-in is before 21.00.

## Departure

Guests are requested to check out of their rooms by 10.30am on the day of departure, unless otherwise arranged. We reserve the right to charge any guest, who has not vacated their room by this time, a subsequent night at the appropriate daily tariff. We are happy to safely store luggage if your planned departure time from The Ivy Barn is later in the day.

## Breakfast

Breakfast is served from 8.30am until 9.30am in the Mildmay Colours pub.

## Special requirements

If there are any special dietary requirements we should be grateful if you can advise us of this when making the booking so that we can make the necessary arrangements if we are able.

# THE IVY BARN

## **Children**

Well behaved children are very welcome at The Ivy Barn, accompanied by a responsible adult/guardian. There is no charge for children under the age of 2 years if bringing your own travel cot.

## **Parking**

The Ivy Barn has a free car park. Guests are asked to park in this rather than the Pub car park. We have space in our car park for 6 cars but ask all guests to consider others when parking. In busy periods, particularly when there is an event in the village, we will leave a cone out to stop non guests from parking in our car park. Please therefore move one of the cones so that you can park in our car park.

## **Damages and Breakages**

Please take care whilst staying at our property. We kindly ask guests to report any damage to fixtures and fittings as soon as it occurs as this will help ensure that repairs, replacement or cleaning works are carried out immediately and may help reduce the risk of further damage. Whilst we understand that accidents happen, we do reserve the right to charge for any cleaning or replacement costs.

## **Liability**

We cannot accept liability for any damage, expense, injury, death, or loss of any nature whatsoever suffered by any person(s) from any cause whatsoever other than the proven negligence of ourselves or our employees. This clause does not attempt to exclude negligence or breach of statutory duty.

The management will not accept responsibility for any valuables lost or mislaid unless handed in for safe custody. The free, off road, car parking spaces are for patrons use, but we take no responsibility for any damages or losses incurred to vehicles in the car park, or property contained therein. Guests are reminded to take the usual precautions and not leave any valuables or other items on show in their vehicles. Our total liability to you is limited to the price of the booking and under no circumstances will we be responsible for any indirect or special damages.

## **Smoking**

Due to the changes in law on smoking we have a strict non-smoking policy, this includes smoking with your head/arm or any part of your body out of the window which is prohibited. Guests will be asked to leave if suspected of smoking in any part of the building. Payments must be made in full with no refunds available and in addition a £100.00 surcharge will be made towards the cost of deep cleaning and deodorizing of the room. The £100 fee will be charged to the card details supplied to us.

## **Holiday Insurance**

We would strongly advise you to purchase holiday insurance and particularly 'cancel for any reason' policies in order to cover any unforeseen events. In the event of the possibility of a cancellation the balance payment may be recoverable via your insurance policy.

# THE IVY BARN

## **Dogs**

Well-behaved dogs are welcome at The Ivy Barn. After all, even the dog needs a holiday and a good long walk enjoying the sights (and smells) of the beautiful South Hams countryside can be just what you both need to relax and unwind. We would appreciate it if you contact us beforehand if you have not already informed us that you will be bringing your dog/dogs. Dogs will be charged at £7.00 per dog per night.

Please do not leave your dog(s) unattended unless you are on-site and contactable, and have also made reception aware.

As your dog's owner, you are responsible for cleaning any dog poop immediately. Dogs are not allowed on any furniture inside the accommodation. Bedrooms will be checked following your departure. If soiled, we may need to charge for additional cleaning. Finally, we ask you to please respect other guests in the building and keep your dog(s) under control at all times.

## **Use of Wi-Fi**

The provision of Wi-Fi services (excluding some restricted sites) are provided free of charge. However, we ask that due care and consideration is given to the amount and time taken downloading data and that all sites visited are of legal status only. Any downloads will be the sole legal responsibility of the operator. For safety purposes laptops should be turned off when left unattended.

## **Privacy Policy and Data Protection**

Any data collected during the course of a booking enquiry or a booking will be stored on our computer/s. We would like to be able to contact you from time to time about promotions and offers – please let us know if you would prefer us not to do so. We may process the information that you provide to us for the purposes notified by us to the Information Commissioner. By making a booking and an enquiry you consent to this processing of information. Please be assured that no personal data will ever be supplied to third parties.