

Rigsby Wold Holiday Cottages - Terms & Conditions

Thank you for choosing to book a break in one of our holiday cottages. We are Rigsby Farming Company Limited and the owner of the properties.

The person making the booking is entering into this agreement with us and in doing so confirms he / she is over 18 years old and will be responsible for the entire party.

We aim for you to enjoy your holiday with us. On occasion events happen that change either yours or our expectations. These terms provide our approach to many such events. In extreme circumstances we may ask you to leave the property before the end of the holiday period without compensation or to pay an additional charge if you fail to comply with them.

Tariff

The price includes linen, towels, Wi-Fi, hot water and central heating. Charging of electric vehicles at the cottages is not allowed. There is a dedicated EV charging station on the site which is subject to an additional charge if required..

Payment

To secure your booking, we ask you to pay the first £100 of the holiday cost as a deposit. The balance of the rental is due 6 weeks before the date your holiday starts. If your booking is less than 6 weeks in advance of your holiday start date then payment in full is due immediately. We do not send automated reminders, so please ensure the balance is paid when due.

Payment by BACS transfer is preferred. We are unable to accept card payments at this moment and cheques should be made payable to Rigsby Farming Company Ltd.

If you do not make this payment on time, your holiday may be cancelled. We understand, however, that sometimes things don't go to plan. If for any reason you are unable to pay your balance when due, please contact us immediately. We will try our best to find a solution.

Arrival and departure

Check-in is from 4.00pm on the start of your holiday. You should vacate the cottage by 10.00am on your final day.

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Children

We welcome children of all ages.

Occupancy

The property is available for the number of persons and pets specified in the booking, unless you have express permission from us for an exception.

We (and/or our authorised representatives) are allowed access to the property at any reasonable time during the holiday occupancy.

Guest behaviours

We ask that you keep the property and fittings in the same state of cleanliness and general order in which you found them on arrival. You must report and pay for damage or breakages made during your holiday occupancy.

No smoking, electronic cigarettes or vaping are allowed anywhere in the cottage. If anyone is found to be doing so during your stay, your party will be asked to leave immediately with no refund.

We want all our guests to enjoy their stay and request that you refrain from conduct which is deemed to be anti-social and/or poses a risk to your own health and safety or that of members of the general public.

To preserve peace and tranquillity and avoid disturbing other guests and/or farm animals, the use of fireworks and Chinese lanterns is prohibited at all times.

If you make use of the wood-burner (where provided), we ask that you extinguish the fire before leaving the property. Do not allow children to use it due to the risk of fire and care should be taken when children are playing near the wood-burner.

Dogs

Dogs are allowed where this is specifically stated in the property description. There is an additional charge of £25 per dog for each full or part week. Please notify us at the time of booking about the number and breed of dog(s) you are bringing.

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We welcome guide or assistance dogs. Please notify us at the time of booking. We may also be able to make other changes to make your stay more comfortable.

Dogs must be under strict control at all times while in or at the property and must not be left alone in or at the property or elsewhere on Rigsby farm property or land. Dogs are not permitted in the adjacent farm-yard and dog fouling must be cleared up without delay.

Dog owners must ensure their pets are free from parasites and fleas before they occupy the property. You must bring your own dog's bed or basket for sleeping in and dogs must not lie on the property's beds or furnishings.

You will be liable for any damage, or additional cleaning above what would normally be expected, that is caused by your party's dogs.

Other pets may be allowed at our discretion and subject to our approval at the time of booking. Additional charges and terms may apply.

Cancellation

- If you cancel your holiday MORE THAN 6 weeks before the start date, we will refund your deposit and other payments that you have made in full.
- If you cancel your holiday between 4 and 6 weeks prior to the start date and have paid the full holiday cost, we will reimburse you 50% of the full cost of your holiday.
- If you cancel less than 4 weeks before the holiday is due to start, you will be liable for 100% of the cost of your holiday and will NOT be due a refund.

In exceptional circumstances, we may need to cancel your booking. If this happens, we will aim to offer you alternative accommodation at one of our other properties, alternative dates or a full refund. If we have to shorten your holiday, you will be offered a partial refund. You will not be entitled to additional compensation or expenses.

We endeavour to pay refunds within 10 working days of a cancellation.

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Complaints

If you are unhappy with any aspect of the property, please contact us at once so we can attempt to remedy the situation to your satisfaction. Compensation will not be paid for complaints raised after the holiday has ended.

Data Protection

Please see our Privacy Statement which explains how we will process your personal data.

Publicity material

We actively manage our website particulars to be as accurate as possible. However, facilities may be altered or withdrawn in rare circumstances for reasons outside our control, for example when breakages occur or maintenance has been necessary. If this is the case, then we cannot be held liable for changes to the stated facilities. If a particular facility is essential for your party, please check with us prior to your arrival.

Liability

The property is to be occupied for a holiday and you acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.

Insurance

We strongly recommend that you take out holiday insurance to cover accidents, losses etc.

Third party services e.g. hot tub hire

You agreed to indemnify Rigsby Farming Co Ltd from all liabilities incurred as a result of you engaging and using third party services at the property.