

## Our Terms & Conditions

**Payment:** We must receive your booking in writing on our booking form together with a non returnable deposit of 20% of the total rent to confirm and secure your dates. The balance of your rent being due 28 days before your holiday starts. Non-payment of the balance of the rent by the due date shall be construed as a cancellation of the contract. For bookings made less than 28 days before the commencement of the rental, the total fee is payable. Payment via BACS is preferred to Mrs S L Marsham & Mr B Marsham sort code 60-07-47 acc no 67118429 Cheques shall be made payable to Sally Marsham and shall be sent to Sally Marsham, Waterfall Farm, Worthing Road, Swanton Morley, Norfolk, NR20 4QD.

**Cancellation:** In the event of a cancellation after the balance has been paid, we will make every effort to re-let the property in which case all monies (minus deposit) will be returned to you. Any cancellation made by the Client for whatever reason shall be in writing to the address above or by email to [waterfallfarmcottages@outlook.com](mailto:waterfallfarmcottages@outlook.com). On receipt of notice of cancellation, Waterfall Farm Cottages will seek to re-let the property for the period of booking. If Waterfall Farm is successful in re-letting the property for the whole period it shall refund all the monies paid (minus deposit) If Waterfall Farm only succeeds in re-letting the property for part of the period booked it shall refund an amount equal to the money paid (minus deposit) less the rental for the period which is not re-let. If Waterfall Farm is unable to re let the property at all, then all monies paid by the Client shall be forfeited to Waterfall Farm. Please note that your deposit payment is non-refundable

Please arrange your own holiday insurance.

**Arrival and Departure Times:** You may arrive from 3.00pm on the first day of your holiday.

Your let ends at 10am promptly on the day of departure.

**Number in Party:** This must not exceed the maximum number stipulated in the property description and specified on your booking request, unless previously agreed with the owner. A camp bed maybe provided at an extra charge. Waterfall Farm reserves the right to refuse entry to thy to the entire party if this condition is not observed. Complaints

**Complaints :**Any cause for complaint or problems during your stay you should contact us immediately and we will endeavour to sort the matter as soon as possible. All complaints must be received before the end of the holiday. Please note that no correspondence can be entered into concerning complaints made upon departure or after you have returned home.

**Non Availability of Property:** If for any reason beyond the owners control the property is not available on the date booked, for example as a result of flooding, all rent will be refunded in full but the hirer shall have no further claim against the owners.

**Right of Entry:** The hirer must allow Waterfall Farm Owners the right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

**Liability:** Waterfall Farm including its employees and agents and the Owner shall not be liable to the Client or third parties for any accident, damage, loss, injury, expense or inconvenience, which may be suffered, incurred, arise out of or in any way connected with the rental. Waterfall Farm Cottages take every good care to ensure the accuracy of their property descriptions. All information is given in good faith and believed correct at the time of printing. We cannot be held responsible for any errors or omissions.

Loss, Damage and Care of Property: The hirer is responsible for any loss or damage to the property (reasonable wear and tear excluded), for taking good care of the property and leaving it in a clean and tidy condition. Should it be found that an item is broken or damaged or an excessive amount of cleaning is required a charge will be made.

Electricity/Heating: Included in the rent.

Electric Vehicles: Charging of electric cars is not permitted from power sockets in the cottages under any circumstances. There is EV charging points locally in Dereham.

Bicycles: We do not allow bikes to be stored in our cottages, but do have lockable storage by prior arrangement.

Pets: Only Dogs, small and medium sized, can be brought on holiday, at an extra cost, with prior arrangement only. They must not be left in the cottages by themselves at any time and must not be allowed on the furniture or in the bedrooms. (Up to 2 dogs per cottage per booking) Damage will be charged for.

Cots and Highchairs: These can be provided by prior arrangement. Please request on your booking form.

Non Smoking: Smoking, vaping and the use of candles is not permitted inside any of our properties

Please inform us on booking, if any member of your party are disabled, sensory impaired or less able bodied and would need assistance in the event of a fire

Return of Personal Items: In the event of any items being left at the property, Waterfall Cottages is happy to collect and return items. There is a minimum charge of £12.00 + postage for this service.  
Caroline, Waterfall Farm, Worthing Road, Swanton Morley, Norfolk, NR20 4QD 07375826095  
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