

## Terms and Conditions

**On booking Drovers Pook Lane you are agreeing to the terms and conditions and entering a contract with C Archer**

### **Booking**

Booking directly via the webpage is coming soon, for now please either enquire via the contact page or visit Air B&B (link on booking tab)

Air B&B's terms and conditions apply.

It is recommended to take out travel insurance before booking to cover any unforeseen cancellations.

### **Arrival and Departure**

The accommodation will be ready for you from 3.00pm on the day of arrival. Check out is 10.30am to ensure we are able to keep within the current cleaning guidelines.

On departure please ensure the removal of all rubbish and recycling from the property and garden, and leave all areas clean and tidy. We ask that all remaining food from the fridge and shelves are taken away with you as we hate to see waste!

Keys will be handed back to us as agreed on arrival.

### **Parking**

Parking is outside the property boundaries, vehicles are left at owners own risk. Pook Lane offers plenty of space and you have your own access gate from the property to the lane.

### **Smoking**

We have a no smoking policy within the property, or summer house but you are able to do so within the garden.

Guests are responsible for the safe disposal of all cigarette butts and are not to litter the garden, or surrounding area.

### **Children**

We welcome babes in arms, but please note we do have open stairs without gates and additional sleeping space is limited. We can provide a next to me cot or travel cot, additional linen charges apply.

### **Pets**

Unfortunately we cannot accommodate pets.

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### **Breakages and Damage**

A degree of normal wear and tear is to be expected but should any significant damage be caused, or breakage occur, guests will be held responsible and therefore liable to cover costs for a replacement, or making good of the damage caused. Replacement items will be charged at the lowest current market value.

You must make C Archer aware of any damages caused before leaving the property.

Candles are forbidden inside the property and summer house.

Please ensure the fire pit/bbq is not left unattended and is safely put out at the end of use.

We reserve the rights to charge for any additional cleaning required if the property is left in an unacceptable condition.

(Please read the terms and conditions on Air B&B)

### **Code of Conduct**

Please be aware that you are in the heart of a quiet residential village and we advise keeping any outside audio to a minimum.

Guests agree not to act in anyway that would cause disturbance to nearby residents and, while coming and going from the property, will keep the noise to a minimum.

In exceptional circumstances we have the right to ask guests to leave if there is repeated disturbance from noise and our requests have been ignored.

### **Liability**

C Archer accepts no responsibility for injury incurred anywhere at the property. Your personal belongings are left at your own risk and C Archer will not be held responsible for stolen goods.

### **Complaints**

In the first instance of a complaint please speak with C Archer directly, or call on the number provided.

It is always better to solve any issues straight away as once you have left it is harder to rectify. If you wish to make a complaint once you have left then you may do so by emailing [info@droverspooklane.co.uk](mailto:info@droverspooklane.co.uk) or writing to the below address.

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