

# THE BARNS

at Blackwater Meadow

## TERMS AND CONDITIONS



## PART 1 - YOUR BOOKING

### ACCESS STATEMENT

1. We aim to provide the very best service to all our guests. Please discuss your requirements with us. We will do our very best to help. If you need these Terms and Conditions and our Booking Form in a different format, please ask us.

### SITE OPERATOR

referred to as "we/us/our"

|               |                                                                       |
|---------------|-----------------------------------------------------------------------|
| BUSINESS NAME | The Barns at Blackwater Meadow (Operations) Limited<br>(No. 13856268) |
| ADDRESS       | Moseley Hall Farm, Chelford Road, Knutsford, Cheshire<br>WA16 8RB     |

### HOW THESE TERMS AND CONDITIONS APPLY TO OUR CONTRACT

2. These terms and conditions (the "Terms"), together with our Privacy Policy and where your holiday is booked via our website, our Website Terms of Use, together with any other written information we brought to your attention before we confirmed your booking, set out the entire agreement between you and us for your holiday ("Contract"). We intend to rely upon these Terms in relation to the Contract between you and us.
3. Please ensure that you and all members of your party read and understand these Terms before you submit your request for a booking ("Booking Request"). Please note that by submitting a Booking Request, you and all members of your party agree to be bound by these Terms. This does not affect your statutory rights as a consumer. A copy of these Terms can be requested from [info@stayatthebarns.com](mailto:info@stayatthebarns.com) for future reference.
4. Please ensure that you have checked your details in your Booking Request (see below) and that these are complete and accurate before you commit yourself to the Contract. If you think that there is a mistake in either the Terms or the Booking Request and a change is required, please make sure that you notify us within 24 hours of making your booking by writing to us at [info@stayatthebarns.com](mailto:info@stayatthebarns.com)
5. We reserve the right to change these Terms at any time and any such changes will apply in relation to any new Booking Requests submitted after the changes are posted on the website, at the Locations or otherwise brought to your attention. Please read the Terms each time you submit a Booking Request to ensure you understand the

## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

Terms which will apply at that time as submission of a Booking Request shall signify that you have accepted to be bound by the latest set of Terms.

6. In addition to these Terms, there may be specific rules and regulations which apply to individual Site. These are available on location from reception but please contact the relevant General Manager in advance of your arrival if you require further details of any Site specific rules and regulations.

### CONDITIONS OF BOOKING

7. The person who completes the Booking Form, or who makes the booking with us by other means, is responsible for the booking and must be 18 years of age or older.
8. By making a booking request you accept:
  - 8.1. You have read the terms and conditions for your stay
  - 8.2. You accept financial responsibility for payment
  - 8.3. You will be responsible for any loss or damage caused by you, any member of your party or animal accompanying you
9. Your booking is personal to you; and you cannot assign or transfer it to any other person. The existing booking would need to be cancelled in accordance with the terms set out within this document.
10. Our contract binds you (the person on the booking confirmation) and all members of your party, including children and day visitors.

### WHO MAY STAY WITH US

11. Only the people named on the Booking Form, or when the booking is made by another means, may stay with us.
12. The maximum number of people occupying your accommodation must not exceed the number shown in the particulars of the lodge (although please note that in addition to the number shown on the particulars of the lodge, you may also have up to 2 infants under the age of 2 in your lodge).
13. If you request a booking for more than one lodge, then we may contact you before deciding whether to accept the booking to help us decide whether we are able to provide the holiday experience you are looking for.
14. Groups and single sex bookings are welcome with the understanding that from 10pm we ask guests to respect the need for privacy and quiet by other guests. The Sites are not suitable for stag and hen groups looking to play loud music and use our facilities for parties after 10pm, while we also understand that not all such single sex groups

## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

are rowdy. We would be delighted to discuss the needs of groups travelling to the site in advance to make sure that we can tailor your break to your needs: please email [info@stayatthebarns.com](mailto:info@stayatthebarns.com) for more information.

15. You must tell us if your booking request is connected to any other booking, for example because you know the other party or you share a common purpose in visiting the Site. If you do not tell us about a connection, we may cancel your booking immediately and (if your stay with us has started) require you to leave the Site. You will only be entitled to a refund if a third party takes up your booking. In that event we will refund you up to the money we receive for the rebooking less our reasonable administration charges.

### BOOKING DURATION

16. Unless varied from time to time by specific promotional activity (e.g. two night breaks), bookings are subject to minimum stay requirements, according to the type of break that you choose.
17. Our lodges can be booked either for a 3 night weekend (Friday to Monday), 4 night midweek (Monday to Friday), a full week stay (starting and finishing on either a Monday or a Friday) or any combinations of the above. If you have to cut your booking short for any reason, we cannot give you a refund.
18. From time to time, The Barns may offer 'Special Breaks' starting on different days and / or differing durations. These Special Breaks are subject to these Terms unless we agree otherwise.

### HOW TO BOOK

19. Bookings can be requested in the following ways:

- 19.1. Via email [info@stayatthebarns.com](mailto:info@stayatthebarns.com)

- 19.2. Online at [www.stayatthebarns.com](http://www.stayatthebarns.com)

20. You must tell us your full requirements, for example if you are bringing any vehicles, require any further furniture such as cots and highchairs. We need this information when deciding whether we are able to accept your booking and we may not be able to accommodate changes. Where we are able to do so, there may be an additional charge.
21. A contract exists when we have issued our confirmation to you.
22. Please check our confirmation carefully to see that it reflects your wishes. Please let us know of any difference within seven days, unless your holiday is to start within 14 days in which case you should inform us within 24 hours.

## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

23. We reserve the right to refuse any booking.

### THE PRICE YOU PAY

24. You will pay to us the price as set out online or as quoted by our team at the time that you submit your booking request.

25. Our prices **include** VAT and any other amenities or services included in the price of your break in the information provided to you at the time of booking.

26. The price will not be subject to any change unless the rate of VAT changes.

27. When you request your booking, you must pay for your holiday in full. Payment for bookings can be made by Debit or Credit card over the telephone.

28. Please make sure that you book all the dates you need. We are not able to guarantee that we will be able to extend your booking.

29. Prices do not include any additional services, features, and facilities unless they have been specifically included as part of a promotion to your booking. Please note that with activities that are booked with one of our external partners, an additional separate agreement may be required to be entered into.

30. Price adjustments, promotions and discounted offers are introduced at our discretion and are subject to availability. Offers cannot be used in conjunction with any other promotion or discounted offer and may be withdrawn at any time prior to the Contract being formed. Retrospective refunds are not permitted against any price adjustment, promotion or discounted offer advertised after such time a Contract is made. Discount codes or promotions cannot be added retrospectively.

31. Some promotions and discounts require valid membership, group associations or a requirement for a customer to have taken some type of action i.e. made a booking, entered a competition etc. We reserve the right to request valid identification to prove eligibility for these specific discounts and promotions where required. Furthermore, we reserve the right to withdraw and remove a discount from a booking at any time, if the booker is found to be ineligible for the discount or promotion.

### SERVICES AND FEATURES

32. Location services, features and facilities may vary between Sites. Details of Site services, features and facilities will be prominently displayed in the reception area of each Site. Features, facilities, or services are subject to availability and may be supplied by third parties. We shall have no responsibility for loss, damage, or injury in relation to any services, features or facilities provided or supplied by third parties. You should establish separate arrangements with those third parties.

## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

33. We will provide those holiday services which make up your booking, for which we are responsible, using reasonable care and skill.
34. Information about features, facilities, and services at your holiday Site, is, to the best of our knowledge and belief, accurate at the time of publication on the details, however, The Barns cannot guarantee that these services, facilities and features will be available during your holiday.
35. We require you to follow the below rules when using your hot tub:
- 35.1. No children under 4 years should use the hot tub and bathers under 16 must be accompanied by an adult.
  - 35.2. You should consult your doctor before use if you are receiving medical attention or have a long term illness.
  - 35.3. Avoid using the hot tub if you are under the influence of alcohol, have eaten a large meal, are pregnant, or are on medication. Only use the hot tub after seeking medical advice if you have a condition that is affected by heat for example, a heart condition or high or low blood pressure.
  - 35.4. No food, glass, liquids, pets, bubble bath or oils allowed as these may result in the hot tub having to be drained.
  - 35.5. You should get out of the tub if you start feeling unwell, uncomfortable, giddy or faint.
  - 35.6. We recommend for safe use that you remain in the hot tub for a maximum of twenty minutes at a time and have a rest period of between 10 and 20 minutes. Overuse will affect chemical balance and overall enjoyment.
  - 35.7. Please take care when getting in and out of the hot tub as surfaces can be slippery when wet. Please keep your voice down after 10pm and do not use the hot tub during a storm.

### ARRIVALS AND DEPARTURES

36. Please check your booking confirmation for check in and departure times. Please note that early check in and late departure can be added to your stay for a fee, subject to availability. Booking details can be found on your booking confirmation.
37. We will try to allocate you the lodge of your choice on the Site, but bookings are not conditional on this.
38. If you are likely to arrive after 8pm, we ask that you contact your chosen The Barns Holidays Site and let them know your planned arrival time. They will advise you about where you can collect your keys for your lodge. Contact details can be found on your booking confirmation.
39. If we have not heard from you within 24 hours of your expected arrival, we may release your booking. You will only be entitled to a refund if a third party takes up



## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

your booking. In that event we will refund you up to the money we receive for the rebooking less our reasonable administration charges.

40. You must vacate by 10am on the day of your departure. An additional charge may be made for a late departure. On your day of departure, please leave your lodge in a good state of cleanliness, to include bins emptied in the outside dustbins, sink and fridge to be left clean and empty, bedrooms and bathrooms to be left in a clean and tidy condition. Per our booking terms and conditions, we do have the right to charge a £250 cleaning fee to you post departure for any lodges not left in a state of cleanliness. Many thanks for your help with this important matter.

### LIABILITY

41. Nothing in our Contract will limit our liability for any matter for which it would be illegal or unlawful for us to exclude, or attempt to exclude, our liability; or, our liability for:

- 41.1. death or personal injury caused by negligence; or
- 41.2. fraud or fraudulent misrepresentation.

42. We are relieved from liability for any delay to, or cancellation of, your holiday and for anything which adversely affects your holiday (including the closure of any Location before or during your holiday) which occur due to events which are outside of our control (i.e. that we could not, even with due care, have foreseen or avoided). Such circumstances include (amongst others):

- 42.1. acts of God, adverse weather (floods, droughts), fire, or other natural disaster;
- 42.2. epidemic or pandemic, Covid-19 or any disease caused by a new strain of coronavirus, or significant risks to human health such as the outbreak of serious disease;
- 42.3. terrorist attack or activity, war, civil war, civil unrest, threat of or preparation for war;
- 42.4. any act, law or action taken by, or any guidance issued by, a government or other national or local public authority, public health authority or other national or local authority including port or river authorities; and
- 42.5. nuclear, chemical or biological contamination or sonic boom

43. We will, to the extent we are able, endeavour to manage any problems caused as a result of such an event but shall not be liable to you for any losses caused by such event. Where we have cancelled your holiday prior to its commencement as a result of such an event we will offer you the choice of a full refund of all monies paid to us or the option of re-booking your holiday at a comparable standard (with you paying any additional cost or receiving a refund in respect to the price difference). We will contact you and will let you know of any such event as soon as we can and we will ask you to confirm which offer you would like to accept. Where we have cancelled your

## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

holiday after it has already commenced as a result of such an event, we will offer you the choice of a pro-rata refund or refund credit in respect of the value of the cancelled proportion of the holiday (excluding any insurance premiums or administration charges), or the option of re-booking your holiday at a comparable standard (with you paying any additional cost or receiving a refund in respect to the price difference). Please note that any refunds due can only be made by the original payment method.

44. Subject to the matters detailed above and below, if we fail to comply with these Terms, we are responsible for any loss or damage that you suffer as a result of our breach of these Terms or our negligence, if such loss or damage is foreseeable; but we are not responsible for any loss or damage that is not foreseeable, or for any indirect or consequential loss. Loss or damage is foreseeable if they were an obvious consequence of our breach or if they were contemplated by you and us at the time we entered into the Contract and excludes (amongst others):

- 44.1. loss of anticipated savings; and
- 44.2. loss of data or information;

45. We only provide use of the lodges for domestic and private use. You agree not to use the lodges for any commercial, business or re-sale purposes. Therefore we are not responsible to you for any of the following loss or damage, whether or not such loss or damage is foreseeable:

- 45.1. loss of income or revenue;
- 45.2. loss of contracts;
- 45.3. loss of business or business opportunity;
- 45.4. loss of or damage to goodwill
- 45.5. business interruption; or
- 45.6. loss of profits.

46. Subject to the matters detailed above, in all cases our maximum liability to you for the total of all claims arising out of your booking with us shall be no more than to refund the amount paid by you for the holiday less any cancellation, insurance, amendment or other separate charges.

47. As our Sites are set in a rural environment, we cannot accept responsibility for any damage, injury or inconvenience caused by plants or wildlife.

48. Reference to any products, services or other information belonging to third parties does not imply or constitute an endorsement, sponsorship or recommendation by us. Links to other services not operated by us are provided solely for your convenience. We are not responsible to you for any products, services, or other information provided by third parties.



## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

49. We are not liable for damage to or theft of your personal possessions and we encourage you to ensure that you have adequate cover under your existing home contents, travel or any other applicable insurance policy for the length of your stay, especially for valuable items such as phones, cameras, bikes, jewellery and so on as well as for cancellation and accident or illness.
50. We may make reasonable changes to our Services. Our changes may reflect changes in relevant laws, guidance and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk. If we make changes which mean we can only provide your holiday in a radically different way, we will give you the choice between confirming your booking, agreeing new booking dates with us or cancelling. We prefer that you postpone rather than cancel but will always allow you to cancel where the law gives you the right to do so.

### CANCELLATIONS

51. We prefer that customers who are unable to take their holiday agree to postpone to a mutually convenient date. However, you may cancel your holiday at any time. Cancellation will be effective on the date it is received by us.
52. Cancellation charges are payable as follows unless you are doing so because we are in serious breach of our obligations in these Terms and Conditions.

| NUMBER OF DAYS BEFORE THE START DATE OF YOUR TRIP THAT WE RECEIVE YOUR NOTICE TO CANCEL (OR ON WHICH YOU ARE DEEMED TO HAVE CANCELLED) | CANCELLATION CHARGE (IN ADDITION TO ANY ENHANCED CANCELLATION TERMS FEE OR ADMINISTRATION FEES YOU HAVE ALREADY PAID WHICH ARE NON-REFUNDABLE) |
|----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| More than 70 days                                                                                                                      | 10% of total accommodation cost                                                                                                                |
| 43 to 56 days                                                                                                                          | 30% of total accommodation cost                                                                                                                |
| 29 to 42 days                                                                                                                          | 50% of total accommodation cost                                                                                                                |
| 8 to 28 days                                                                                                                           | 75% of total accommodation cost                                                                                                                |
| 7 days or less                                                                                                                         | 90% of total accommodation cost                                                                                                                |

53. You are not entitled to any refund if you or any of your guests leave before the end of your holiday unless clause 43 applies or if we are in serious breach of our obligations in these Terms and Conditions. If we are in serious breach of our obligations, we will refund you for the days of the holiday which have not been taken.
54. We may also cancel your holiday if you breach any of these Terms and Conditions.

## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

55. We recommend that you consider appropriate holiday insurance which covers any cancellation charges and any additional losses which you may incur through cancellation of your holiday, whether by you or by us. We are only responsible for any additional losses if you were entitled to cancel because we were in serious breach of our obligations to you and the losses were both directly caused by our breach and reasonably foreseeable by us when the booking was made.

### COMPLAINTS

56. We are confident you will be happy with our service. If you have any complaint, we encourage you to discuss it with us as soon as possible as this gives us the best chance of resolving it with you. Please note, it will be difficult to deal with issues following your break that have not been raised with us at the time.

57. If you remain unhappy, please contact us again within 28 days of your departure and we will try to help.

Please refer to:

|                        |                                                                                |
|------------------------|--------------------------------------------------------------------------------|
| <b>Name/Job title:</b> | Kate Neal – General Manager                                                    |
| <b>Email:</b>          | <a href="mailto:kate.neal@stayatthebarns.com">kate.neal@stayatthebarns.com</a> |

58. Due to data protection, we are only able to discuss complaint and booking details with the lead booker.

59. Once we have received your complaint, we will endeavour to resolve your complaint within 21 days of receipt.

### PERSONAL DATA

60. Any personal data you give to us will be processed in accordance with the law and our privacy policy.

|                                    |                                                                                                     |
|------------------------------------|-----------------------------------------------------------------------------------------------------|
| <b>Location of privacy policy:</b> | <a href="https://stayatthebarns.com/privacy-policy/">https://stayatthebarns.com/privacy-policy/</a> |
|------------------------------------|-----------------------------------------------------------------------------------------------------|

### OUR PROMISES TO YOU

61. We will allow you to stay with us for the duration of your booking for holiday and recreational purposes, provided you comply with your obligations in these Terms and Conditions and except where exceptional circumstances prevent us from doing so.

62. We will provide, maintain and keep in good state of repair the Services, except where these have to be interrupted temporarily for the purposes of repair or development or for other reasons caused by exceptional circumstances outside our control.

## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

63. We will insure the Site against usual third-party risks to a minimum of £5,000,000 per claim.

### YOUR PROMISES TO US

You agree that you will:

64. Keep to these Terms and Conditions and the Site Rules.

65. Stay with us only for holiday and recreational purposes.

66. Pay promptly for your holiday and other charges due to us.

67. Pay to us interest at 3% per annum over the published base rate of Barclays Bank plc from time to time (in Northern Ireland, the Ulster Bank) on any undisputed sums overdue from the due date to the date we actually receive such amounts from you, both before and after any judgment that we may obtain against you.

68. Not cause any damage during your holiday.

69. Not do or fail to do anything which might put us in breach of any condition of the Site Licence, which is always available on the Site in a conspicuous place. For example, the conditions of the Site Licence which may affect you include those requiring the space between lodges and other structures to be kept clear, those prohibiting combustible structures, those regarding car parking and those requiring the underside of lodges to be kept clear.

70. Not make any alteration to any accommodation.

71. Permit us to move you to another location on the Site if necessary. We will ensure that any alternative location will be of similar quality and be responsible for all reasonable costs incurred.

### BEHAVIOUR STANDARDS

These standards will apply from when you request your booking until your holiday ends. Unless stated otherwise, they apply whether or not you are on the Site at the time.

You agree to, and you must make sure that you, your party and any visitors (including, in each case, their children), keep to the following standards of behaviour:

72. To act in a courteous and considerate manner towards us, our staff and anyone visiting, using or working on the Site including other customers.

73. To supervise children so that they are not a nuisance or danger to themselves or other people using the Site.

## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

#### 74. Not to:

- 74.1. Commit any criminal offence (whether or not on the Site or in its vicinity) which causes your name to be entered on the Violent and Sex Offender Register or causes you to be subject to a Risk of Sexual Harm Order or Child Abduction Warning Notice (or any register, order or notice succeeding these);
- 74.2. Use the Site in connection with any criminal activity or commit any other criminal offence (i.e. any offence not already subject to clause 49.1) at the Site or in its vicinity;
- 74.3. Commit any acts of vandalism or nuisance on the Site;
- 74.4. Use fireworks, Chinese lanterns or any similar open flame heat source on the Site;
- 74.5. Keep or carry any firearm or any other weapon on the Site;
- 74.6. Keep or use any unlawful drugs on the Site;
- 74.7. Create undue noise or disturbance or commit antisocial behaviour on the Site;
- 74.8. Carry on any trade or business at the Site;
- 74.9. Permit anyone who is to your knowledge on the Violent and Sex Offender Register or subject to a Risk of Sexual Harm Order or a Child Abduction Warning Notice (or any register, order or notice succeeding these) to use or visit the Site.

75. You agree that if you or any of your family members or visitors or guests whom you have invited to the Site break the behaviour standards listed above then we may terminate your booking.

### CANCELLING THE BOOKING BECAUSE YOU ARE IN BREACH OF THESE TERMS AND CONDITIONS

- 76. We may cancel your holiday if you are in serious breach of your obligations in these Terms and Conditions and the breach is **not** capable of being remedied or is such that it causes a breakdown in the relationship between you and us (for example violence or intentional damage to property) by serving upon you, reasonable notice in writing to cancel your booking. In deciding what period of notice is reasonable, we shall have due regard to the nature of the breach and other relevant circumstances. In appropriate cases, this may mean requiring you to leave the Site immediately.
- 77. If you are in breach of any of your obligations under these Terms and Conditions which **is** capable of being remedied (for example, a failure to comply with the

## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

behaviour standards in clauses 47-50 which has not caused a breakdown in the relationship between you and us) we may write giving you warning, specifying the breach and asking you to remedy the breach within a reasonable and specified time. If you do not comply with that warning and the breach is either serious and/or amounts to persistent breaches of obligation, which taken individually would be minor but which taken together cause a breakdown in the relationship between you and us, we are entitled to write to you to cancel your booking. In appropriate cases, the warning we give you may be very short and we may then require you to leave the Site immediately.

78. If we cancel your booking under clause 77 you will only be entitled to a refund if a third party takes up your booking. In that event we will refund you up to the money we receive for the rebooking less our reasonable administration charges.

### CHANGING THE SITE RULES

79. It may be necessary or desirable to change the Site Rules from time to time, including for reasons of health and safety, the efficient running of the Site, environmental issues, local authority requirements, and/or changes in law or regulations or in the interpretation of law and regulations imposed upon us, in which case we will notify you in writing using your contact details at the address on the Booking Form.
80. Any changes made to the Site Rules after we accept your booking may affect you because you will be required to comply with the changed Site rules but will not affect anything else to which you are entitled under these booking Terms and Conditions.

### PETS

81. Well-behaved pets are welcome, subject to you paying the appropriate per pet supplement. We have a few simple rules relating to pets that we ask you to adhere to:
- 81.1. For the safety and welfare of our guests, breeds classified under the Dangerous Dogs Act are not permitted to stay at our locations.
  - 81.2. Please keep all dogs on a lead around the lodges, car parks and reception area. While we appreciate your dogs may be friendly and well trained, not all our lodges are pet friendly and some of our guests may not be as comfortable around animals.
  - 81.3. Around the Site, pets are to be kept under control at all times
  - 81.4. Please ensure your pet is covered by appropriate third-party liability insurance in case of damage / injury to other (or our) property or persons.
  - 81.5. If we, in our sole and reasonable discretion, consider your pet to be causing a nuisance, harm or threat to anyone or anything, or to be likely to do so, we may ask you to remove your pet from our Site (without refund or compensation) or we may have it removed off-location at your expense.

## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

- 81.6. If one of our team members has a need to visit your lodge (e.g. if you have requested a maintenance engineer or similar) you must take your pet(s) out of the lodge or keep them in a different room while these visits take place and comply with any specific instructions provided to you.

82. When in your lodge, we request:

- 82.1. No more than four pets may occupy any one lodge.
- 82.2. No pet is to be left unsupervised by you or alone in a lodge.
- 82.3. Please do not allow pets on furniture or beds.
- 82.4. Please remove all traces of pet fur or dirt at the end of your stay.
- 82.5. Around our locations pets are to be kept under control at all times.
- 82.6. You clean up after your pet and dispose of waste in the bins provided.

83. For the protection of your dog, additionally, we request:

- 83.1. They must be microchipped (as required by law)
- 83.2. They have had current annual vaccination for distemper, canine hepatitis, leptospirosis and parvo virus.

### KEYS

84. We hold keys to all the accommodation we own on the Site.

85. If you are staying in our accommodation, we may use the key for any purpose authorised by you, for example if you ask us to give access to an authorised visitor. We may require you to confirm your authority in writing.

86. We may also use the key in an emergency, such as an immediate concern for the health and safety of any person, to carry out urgent repairs or preventative work, or to check and secure the accommodation if it appears to be insecure.

87. We will take reasonable care when accessing any accommodation.

### COMMUNICATIONS

88. We agree that any letters or other communications between us shall be sent using the details for us in these Terms and Conditions and for you on the Booking Form. Email may be used.

### INTERPRETATION

89. "**Site Rules**" means the rules of conduct and practice issued by us from time to time and applicable to the Site. The Site Rules which currently apply to your booking are in Part II of these Terms and Conditions.



## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

90. **"Services"** means the services which we have promised to make available without a separate charge to you. Services for which we make a separate charge are provided under separate agreements and not these Terms and Conditions.
91. **"You/your"** means the person making the booking and all members of their party excluding children under 18. Where there is more than one person, each is fully responsible for the obligations in these Terms and Conditions.
92. References to taxes and laws are references to them as extended, amended or replaced from time to time.

## PART 2 - OUR SITE RULES

93. Our current Site Rules applicable to your booking are set out below.

It is of the utmost importance to us that all owners and guests visiting The Barns have a safe and enjoyable experience. These Site Rules help us to ensure this is the case and are in place for the good management of The Barns and for the benefit of all who use it.

The expression 'you'/'your' means you as the lead booker of a lodge as well as anyone occupying it. The expression 'we'/'us'/'our' refers to The Barns.

### 1. QUIET ENJOYMENT OF THE SITE

- 1.1. Quiet hours are from 10.00pm until 8.00am. Please respect the quiet enjoyment and privacy of other guests and keep noise to a minimum. You are also responsible for the behaviour of your guests. Late-night parties are not permitted in the lodges or anywhere on the site.
- 1.2. In keeping with the general quiet nature of our site, large gatherings of guests to partake in any social event, e.g. a barbecue or party, are not permitted, unless organised by the site or special permission has been granted by us.
- 1.3. For the protection of all, we are entitled to remove anyone from the site who acts in a manner likely to upset, continuously annoy, or provoke any owner, guest, visitor or staff member, and/or who uses racist language, acts in a verbally abusive manner, physically assaults or threatens to physically assault any person, carries a firearm or other weapon, commits any acts of vandalism or arson, or who is suspected of being guilty of a criminal offence.
- 1.4. Ball games can be played in the communal recreational areas (the meadow/grassland) and should not be amongst or anywhere in the immediate vicinity of the lodges, reception or other buildings or vehicles.

### 2. VEHICLES

- 2.1. All lodges have parking spaces for two vehicles. Any additional vehicles should be parked in the designated car park located near reception. If spaces are not available, additional vehicles will need to be parked off-site.
- 2.2. For the safety of all users of our site, vehicles are not to exceed the speed limit of 10 miles per hour and all drivers must always observe all one-way systems and directional signage.
- 2.3. All drivers on the site must have a valid UK licence (or permission to drive in the UK) and valid insurance (minimum 3rd party).

## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

- 2.4. Visitors are required to sign in at reception and we must be informed of their arrival in advance.
- 2.5. Motorbikes – only road worthy vehicles are permitted on site and vehicles such as quad bikes, go karts and ATVs are not authorised. Noisy and disruptive vehicles, including those with excessively loud engines are not permitted on site and we reserve the right to take action if such vehicles are used and are causing disturbances.
- 2.6. Motorised scooters and bicycles are permitted on site and must be ridden with due care and attention to other guests.
- 2.7. No vehicles over 5 metres in length and more than 2.2 metres in height, including any; high-sided vehicles, lorries, recovery vehicles, transporters, mini-buses, coaches, articulated tractor units and anything of similar specification are permitted on the site.

### 3. ELECTRIC VEHICLE CHARGING POINTS

- 3.1. The charging points on our site are available for the use of lodge guests. Please observe the following rules when using these facilities:
  - 3.1.1. Only electric vehicles are permitted to use the charging points.
  - 3.1.2. Vehicles must be parked in the designated parking bays only.
  - 3.1.3. The charging points must be used in accordance with the manufacturer's instructions and guidelines.
  - 3.1.4. The charging points may not be used for any other purpose other than charging vehicles.
  - 3.1.5. Charging points are used at user's own risk, we take no responsibility for loss or damage caused by any use or misuse of the charging points.

### 4. BICYCLES, SCOOTERS + PLAY EQUIPMENT

- 4.1. We request that parents of children with bicycles ensure the bicycles are ridden in a courteous and responsible manner.
- 4.2. Children must be always supervised by an adult when using bicycles, scooters, skateboards or other similar items. Riding bicycles is not permitted within 10 feet of any of the ponds on the site.

## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

- 4.3. Bicycles and scooters and other play equipment should be put away when not in use and never left unattended at the roadside or outside of the lodges.
- 4.4. Trampolines, swings, slides and other play structures are not permitted to be erected beside the lodges or anywhere on the site.

## 5. HEALTH AND SAFETY + FIRE SAFETY

- 5.1. The health and safety of all guests is of utmost importance to us at The Barns, so we request all owners and guests to follow the following rules:
  - 5.1.1. All owners and guests must read any health and safety notices issued or posted within the facilities and comply with their recommendations.
  - 5.1.2. Any reasonable requests made by the General Manager in relation to health and safety must be complied with by all guests.
  - 5.1.3. Ensure that anyone using the lodge knows what to do in case of a fire, e.g. how to raise the alarm, where to assemble, etc.
  - 5.1.4. All accidents and near misses are to be reported to the General Manager.
  - 5.1.5. It is advised that children are not left unattended in the lodges and we ask that children under the age of 18 are accompanied by an adult at all times on the site.
  - 5.1.6. Children must also be accompanied by an adult at all times when near ponds/open water. Swimming and other water sports are prohibited at all times.
  - 5.1.7. Smoking is not permitted inside accommodation or within any building on the site. Smoking is permitted in the private outdoor areas of the Barns (terraces/gardens) or at a designated smoking area only – smoking is not permitted in any other outdoor areas around the site.
  - 5.1.8. Fires are only permitted in the designated fire pits/barbecues and must be supervised at all times. Fires must be extinguished and ash is to be disposed of in the hot ash bins provided.
  - 5.1.9. No combustible/flammable items are to be stored either under or near the lodge.

## THE BARNs AT BLACKWATER MEADOW

### TERMS AND CONDITIONS

5.1.10. No glassware or sharp objects are permitted in or near the hot tubs.

5.1.11. The use of fireworks is not permitted on site.

## 6. LITTER + KEEPING THE SITE TIDY

6.1. All litter must be placed inside the bins provided and not left around them.

6.2. No waste is to be stored outside or around the Barns.

6.3. Where provided, please use the recycling bins.

6.4. If you find that a bin is overflowing, please report it to reception.

## 7. PETS

7.1. Well behaved Pets are welcome, subject to you paying the appropriate per pet supplement. To ensure a safe and enjoyable experience for all owners/guests, please follow the following rules:

7.1.1. Dogs are permitted on the site. Other domestic pets may be permitted, but please check with General Manager to obtain permission in advance.

7.1.2. All pets must be kept on a lead when outside of the lodge and must wear a collar and identity tag at all times.

7.1.3. Pets must not be left unattended.

7.1.4. Permission for any animal may be withdrawn at any time if the pet is considered to be a nuisance or pose a risk to owners or guests, and if you are requested to do so by us the pet must be removed from the site immediately.

7.1.5. Pet owners must clean up after their pets and dispose of waste in the designated bins.

7.1.6. Pets are not permitted in hot tubs, ponds or any open water.

7.1.7. Farm animals, for example - sheep, goats, pigs, cattle, horses, chickens, or ducks will not be permitted.

7.1.8. Animal housing is not permitted to be built anywhere on site or around the Barns.

**8. GENERAL**

- 8.1. These rules may be modified or changed by us from time to time, but we will notify you if this happens.
- 8.2. Management may undertake development work on the site at any time, and guests acknowledge and agree that such work may result in temporary inconvenience and disruption. We will use all reasonable endeavours to minimise any disruption and ensure that all work is carried out in a safe and timely manner.