

THE  
**GREENWAY**  
KNAPTOFT

We don't like writing terms and conditions, and we know you don't like reading them, but they're here for a reason, and that's to protect both you and the owners of The Greenway at Knaptoft. So, make yourself a cup of tea (or coffee) and take the time to read our small print. If you have any further questions on our Terms and Conditions, please don't hesitate to contact us at: [thegreenway@knaptoft.co.uk](mailto:thegreenway@knaptoft.co.uk)

## Terms and Conditions

### Compliance

1. Terms and conditions apply to Guests and all members of your party (including any day visitors, who must be pre-approved with Owners). It is the Guests' responsibility to ensure that each member of their party is aware of and accepts the Terms and Conditions and the obligations contained therein.
2. The Owners reserve the right to cancel a booking without compensation or refund should Guests not comply with any of the Terms and Conditions outlined below.

### Arrival and Departure

3. Bookings for The Greenway usually start on a Friday or a Monday, for either full weeks or short breaks. In order to prepare the property between guests, we ask that you arrive after 4.30pm and leave by 10.00am on your departure date. Occasionally extensions to departure time can be accommodated by prior arrangement.

### Bookings/Payment

4. All bookings must be made by people aged 18 years or over. Initially bookings may be provisional – by telephone, or e-mail. No booking is confirmed until a £300 deposit per week has been received
5. When you submit an online booking, you will receive an automatically generated booking summary by e-mail to the e-mail address you provide on the booking form. This does not form a contract between us. A contract only arises when your booking is subsequently confirmed by e-mail following the payment of a deposit
6. The contract is with the named lead person on the booking form. It is the responsibility of this lead person to ensure all members of the party are notified and conform to our Terms and Conditions.
7. Our preferred method of payment is by BACS bank transfer. Debit card or credit card payments can be made through the secure online booking system on our website.
8. The remaining balance payment will be due 8 weeks before the holiday date. Please note you may lose your booking and deposit if the full balance is not received as stated. For late bookings (within 8 weeks of holiday date) payment is required in full at the time of booking. The price includes all

heating, electricity, bed linen, bath and hand towels, tea towels, some basic cleaning materials, washing up liquid and dishwasher tablets where appropriate.

9. The property is occupied strictly on the basis that it is for holiday or business use only and that no right to remain, after the end of an agreed rental period booked exists, for you or any other person making use of the property during the period of rental. You warrant that all persons will vacate the property at the conclusion of the rental.

## Cancellations

10. **These cancellation terms were updated on 26 February 2021** and do not apply to bookings made before that date. They only apply to holidays with a check in date after 26 February 2021.
11. Cancellation of a booking must be notified by you to us as soon as possible by email. The effective date of the cancellation will be the date notification is received by us.
  - a. If the cancellation date is more than 8 weeks prior to your arrival the first £150 per week of your deposit for the property is non-refundable, and the remainder will be returned to you.
  - b. If the cancellation date is less than 8 weeks prior to commencement of the holiday, the full rental charge will be incurred. If we are able to re-let the property for the whole rental period the rental charge received from you will be refunded less the £150 per week non-refundable deposit.
12. **Guests are strongly advised to take out their own booking cancellation insurance before booking.**
13. You may not under any circumstances transfer your booking to anyone else without prior consent.
14. Following your booking, in the unlikely event of your accommodation becoming unavailable due to a change in circumstances, every effort will be made to provide alternative accommodation at a nearby self-catering accommodation, or alternatively a complete refund will be paid including the deposit.
15. The Owners do not accept responsibility for breakdown in public or local supplies, including water or electricity, nor any claims against inconvenience caused by such incidences, or by building works that may be deemed as necessary. In the case of any breakdown Guests are asked to notify the Owners immediately. We will try our best, in conjunction with the service company concerned, to correct the fault as soon as possible.
16. The Owners retain the right to refuse to hand over the property to a Guest, or repossess holiday accommodation if it is reasonably believed that any damage is likely to be caused. Owners can also repossess the property if damage has already been caused. No refunds will be given in these circumstances.
17. Any complaints must be made known to the Owners immediately. No complaints will be entertained after the end of the hiring period or after Guests have departed.
18. In the event of a national or local disease epidemic, whether human or animal, the Owners reserve the right to cancel any booking at any time.

**Covid 19** In addition to the above cancellation terms, if either the lead person on the booking or The Greenway is placed under additional covid-19 related restrictions, or a member of the party receives

official notice to self-isolate, a full refund will be given for cancellations up to 2 days before arrival. (NB Official evidence will be required).

## Safety

19. The Greenway has a no smoking/vaping policy inside all accommodation. Smoking/vaping is allowed on the decking/patio areas outside the property. A cleaning fee of £250 will be charged if guests ignore this. We reserve the right to pass on any additional costs arising from lost bookings due to smoke contamination. Deep fat fryers & chip pans are not permitted.
20. Children are not allowed to wander around the farm. Knaptoft House Farm is a working farm which does not belong to the property and can be very dangerous; watch out for tractors and sheep and horses being moved in and around the farmyard; animals can be unpredictable. For personal safety it is especially important that children do not wander onto private property.
21. Guests may be asked to leave immediately if their conduct is considered to infringe the Owners' Terms and Conditions/rules or is likely to impair the safety of neighbours or staff. No refunds will be given in these circumstances.
22. If Guests or any member of their party, including animals, has or has just had an infectious or contagious medical condition the Owners have the right to refuse the booking, cancel the holiday or ask the Guest to leave The Greenway immediately, should it be considered necessary, to protect the health of staff and/or neighbours.
23. The Owners should be informed immediately should any condition develop within four weeks of arrival date, or during the holiday at The Greenway.

## Drones, fireworks, sky lanterns and firearms

24. Guests may not bring any personal shotgun or firearm to The Greenway under any circumstances or for any reason whatsoever.
25. The use of drones is not allowed without our express written permission.
26. Fireworks are expressly forbidden.
27. Sky Lanterns are expressly forbidden.

## General

28. The number of persons occupying the accommodation must not exceed that stated at the time of booking, unless agreed previously with the Owners. Sub-letting is strictly prohibited.
29. Day visitors are permitted, but to preserve the peaceful surroundings for others, are limited to 4 per day unless otherwise agreed with management beforehand. Any day visitors and must leave the site by 10pm.
30. The Owners cannot accept responsibility or liability for loss or damage to Guests' property, or for personal injury, or damage to bicycles, cars or trailers parked at Guests' risk, including the use of any onsite car charging facility.
31. The Owners reserve the right to have access to the accommodation at all reasonable times without permission. Prior notice will be given to guests whenever possible.

32. The Owners endeavour to maintain high standards of comfort and cleanliness at all times. The Guest must therefore undertake to keep all furniture, fittings and effects in the same good condition as found. Guests should ensure that to the best of their ability the property should be left as found. If extra cleaning is required after departure, it will be charged to the Guest.
33. All damage must be reported to the Owners as soon as possible. Accidental damage or breakage of a minor nature will not normally be charged for, but the Owners reserve the right to charge for any non-trivial damage, losses or additional cleaning required howsoever caused. Immediate payment from the Guest is required to cover any such costs.

## Wi- Fi / Mobile Phone

34. Mobile phone reception is variable depending on the service provider. No medical facilities are available on site. In case of emergency please ring 999,
35. Free Wi-Fi is available, but not 100% guaranteed. Those using Wi-Fi must agree to the **The Greenway Public Wi-Fi Terms and Conditions** these are viewable on the website.
36. Guests must not use the WIFI to access internet services or send or receive emails which are defamatory, threatening, intimidatory or classed as harassment or contain obscene, profane or abusive language or pornographic material in the form of text, pictures, films or video clips
37. All music, video, pictures, text and other content on the internet should be treated as copyrighted material and you should not download, alter, email or otherwise use such content unless you are certain that the Owner of such content has authorised in writing its use by you.

## Pets

38. Pets are not accepted at The Greenway.