

01

Introduction

We look forward to welcoming you to the Red Barn. Please note that when you make your booking, you are entering into a legally binding contract with us and are agreeing to our terms and conditions.

02

Scope

The following terms and conditions apply specifically to bookings made directly with the Red Barn ("direct bookings"). For bookings made via Airbnb, please refer to the Airbnb website for details.

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Prices & Payment

Booking directly with us is generally the cheapest method. Our room rates for direct bookings are outlined on our website and quotes are available from us upon request, either by email, web enquiry or telephone. Prices quoted are per room, per night and include your accommodation and breakfast for a maximum of two adults.

For direct bookings, we can accept payment via most major credit and debit cards (using electronic invoicing), Paypal or direct bank transfer. We are currently unable to take payment over the telephone.

04

Booking Process

Please ensure that you read our cancellation policy before making a booking.

Direct bookings may be made by telephoning us ([07846 463 339](tel:07846463339)), by emailing us (redbarnfoulsham@gmail.com) or by submitting a request via our website. We will issue you with an electronic invoice confirming the price and will place a temporary reservation of your requested dates on our booking calendar.

For bookings made within 28 days of your check-in date, we will require payment to be made in full at the time of booking. For bookings made more than 28 days in advance of the check-in date we require a deposit of 50% to be paid at the time of booking and the balance to be paid no fewer than 28 days ahead of your check-in date.

In order to secure your requested dates, the minimum payment is required within 24 hours of the invoice issue date. If minimum payment is not received within this period, we reserve the right to release the requested dates and they will become available to other customers.

05

Room Occupancy

Our guest suite is designed to accommodate a maximum of 2 adults and is furnished with a superking sized bed. By prior arrangement we may be able to accept children accompanied by at least one parent. However, this should be discussed and agreed before booking as additional charges will apply.

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Pets

We regret that we are unable to accept any pets at the Red Barn.

07

WiFi / Internet

We offer internet access as a complimentary service. Whilst the service is generally very reliable, we cannot accept any responsibility for non-availability or poor reception during your stay.

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Car Parking

Parking for one guest car is available to the side of the main house. Cars parked here are at the owner's risk.

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Cycle Storage

You are welcome to store your pedal cycles in our courtyard. Any bikes are left at your own risk and we would recommend that they are insured.

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Cancellations, Refunds and Insurance

Once you have booked your stay, our agreement is a legally binding contract. If you need to cancel please contact us immediately. Our refund policy is broadly similar to the Airbnb "moderate" cancellation policy.

SUMMARY

Get a full refund* of accommodation fees if you cancel 5 or more days before check-in**.

Cancel within 5 days of check-in**, or after you've checked in, and accommodation fees for the nights not spent 24 hours after the official cancellation are 50% refunded.

EXAMPLE

Guest cancels more than 5 days before check-in	For a full refund* of the nightly rate, the guest must cancel at least 5 full days before the listing's local check-in time.
Guest cancels less than 5 days before check-in	If the guest cancels less than 5 days in advance, the first night is non-refundable but 50% of the nightly rate for remaining nights will be refunded.
Guest cancels during their stay	If the guest arrives and decides to leave early, 50% of the nightly rate for the nights not spent 24 hours after the cancellation occurs are refunded.

* Please note that 'full' refunds will be subject to a £5 administration fee. This will be deducted from your refund amount.

** The 5 days are counted from the published check-in time of your visit.

Guests failing to take up their booking without cancelling will not be refunded. We recommend that you take out cancellation insurance, which is inexpensive and can be obtained from any good insurance broker.

Non-availability: We would only cancel your booking if your accommodation was unavailable for reasons beyond our control or for other unforeseen emergencies. We would attempt to offer you alternative accommodation, however, if this was not possible or is unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

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Check-in

You may check in at any time between 3pm and 10pm. If you require an earlier or later check-in, please ask before booking as we are unable to guarantee availability. If you are able to provide a rough idea of your expected arrival time, it is appreciated.

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Check-out

You are required to vacate your room by 11am on the day of departure. Please remember to return your room key and ensure you have all of your belongings before leaving.

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Smoking / Vaping

We are a “no smoking and no vaping” establishment. If we find guests have been smoking in the rooms then we reserve the right to ask you to leave immediately. You will remain liable for the whole cost of your stay. Whether or not you are asked to leave, we also reserve the right to charge either a sum equivalent to one night's stay if we are unable to re-let the room for 24 hours whilst it is fully aired, or an additional cleaning charge of £50.00

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Cooking

Our guest suite is not equipped for cooking and guests are not permitted to cook in the room.

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Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves. If you ask us to store pedal cycles we would recommend that they are locked and that you have suitable insurance for them.

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Damage and Breakages

Please take care of our home. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur, especially if you accidentally spill something – it's much easier for us to clean if we know what it is and can act quickly. We do not normally charge for breakages but we reserve the right to charge for repair or making good if the damage is significant.

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Keys

Please look after the key(s) provided to you upon arrival. Lost keys will be charged at £10 per set.

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Lost Property / Left Luggage

We will hold onto any items left behind for a period of seven days. We will happily return left items upon request, however, there will be a charge of no less than £5 to cover postage and packing.

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Data

Any personal data gathered as a result of your booking such as name, address, telephone numbers and email addresses used for the normal operation of our business may be held on computer. It will be used solely for the purpose of administering the booking and not used for marketing purposes unless you give us your permission. Data will not be shared or sold.