



**MARK ELLIS & HANNAH JARVIS**

TEL/FAX: 01362 637 260

MARK: 0780 275 5471

HANNAH: 0776 149 1410

E-MAIL: [hannah.jarvis@maple-barns.co.uk](mailto:hannah.jarvis@maple-barns.co.uk)

## Booking Form

**Name & Address:**

**Phone Numbers:**

**Date of Arrival:**

**Date of Departure:**

**No of Days:**

**Details of party:**

**No of Adults:**

**No of Children:**

**No of Dogs:**

**Special Requirements:**

**Disabled Access:**

**Cot Required:**

**Any additional requirements:**

A 25% deposit is required, and the balance is due 28 days before your holiday commences. Cheques must be payable to "Maple Barns" but please do not return this form or payment until your request is confirmed by us as being available. Your booking is confirmed once we receive your payment. A receipt will be issued by return post. Terms and Conditions are attached, as is our disclaimer if you are bringing a dog. Please tick to confirm that you have read these:

**Your signature:**

**Date:**

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#### Conditions of Hire

#### FAIR TRADING TERMS.

**Please read this carefully. When you book your holiday with us you are entering into a contract which binds you and us in various ways. You will see that we have clearly set out the booking conditions with a list of responsibilities and commitments we have towards each other.**

1. Terms. All terms are per week (Saturday to Saturday) for the property as equipped and described. The usual time of takeover is 2.00pm (subject to unavoidable delays). You must leave the property by 10.00am on your day of departure. You are obliged to leave everything in a clean and tidy condition. You are responsible for any loss or damage sustained during your stay. We reserve the right to correct errors in advertised prices. We will advise you of any error at the time of booking. We also reserve the right to correct errors in confirmed prices. In this case we will contact you as soon as we become aware of the error. If the correct price is higher and you do not wish to pay this, you will be entitled to cancel and receive a full refund of all monies you have paid to us providing you notify us within 14 days of our advising you of the error. We promise we will not seek to correct any error in a confirmed price within eight weeks of the start of your holiday, or more than 7 days after you make the booking.
2. Booking Confirmation. A binding contract between us will come into existence when we issue a hire invoice and booking acceptance. The contract shall be deemed to have been made in our offices in Swanton Morley, and be subject to English law. We both agree to submit any dispute to the exclusive jurisdiction of the courts of England and Wales. In all cases these conditions of hire form the basis of your contract.
3. Number in Your Party. It is a condition of your booking that the total number in your party shall not exceed the capacity of the property as advertised. Babies are not normally counted as a member of your party.
4. Booking Monies. When you book you must pay the applicable initial payment shown on the booking form. This initial deposit will form part payment towards the cost of your holiday. Your-balance-of-hire money is due and payable eight weeks before your holiday start date. For bookings made within eight weeks of your holiday start date, you pay the full monies when you make the booking. We reserve the right to pass on to you any bank charges and other costs we incur if payment is made in a foreign currency or by any other method not normally accepted by us or if we have to represent a cheque or process late payments.
5. Changes by you. Up to eight weeks before the holiday start date, you may change your property to another, subject to availability. You may transfer your booking to someone else/another party (introduced by you) at any time, providing you pay any outstanding balance.
6. Cancellation by you. Telephone us immediately if you have to cancel your holiday. Then on the same day send us by first class mail, your hire invoice or take this action through your travel agent. Please tell us if you have already paid your balance of hire. Your cancellation is effective from the date we receive your notification of cancellation in writing. Your cancellation will be acknowledged by us in writing. If you cancel you are still liable for the payment of your balance of hire money. We will endeavour to relet your holiday. If we are able to do so before you pay your balance of hire money, you will only lose your deposit. If we are able to relet after you have paid your balance of hire money, we will refund the whole or part of that money up to a maximum of the hire charges we receive on the letting. For early bookings we guarantee an unconditional refund of the money you have paid, if you cancel two months in advance.
7. Minors. We cannot accept bookings from anyone under the age of 18 years of age.
8. Linen and Towels. Bed linen and towels are provided
9. Availability. Your booking is accepted on the understanding that your confirmed property will be available for your use on the agreed date. Very occasional 'force majeure' does not make this possible. Where 'force majeure' arises, we have the right to cancel your booking. In this event, we will endeavour to offer you an alternative property if available. If we cannot do so, or you do not wish to accept the alternative we can offer, we will refund all monies you have paid to us in full. Where any cancellation or change results from 'force majeure' as defined in clause 10, our liabilities are limited to offering you an alternative property where available or full refund as set out above. We regret we cannot pay any compensation, or meet any expenses or costs you may incur as a result of such cancellation or change. We reserve the right to alter or withdraw any amenities or facilities or the whole or any part of any programme of activities which have either been advertised or previously available without prior notice; where reasonably necessary due to repairs, maintenance, weather conditions, and circumstances beyond our control. We the owners have the right to refuse to hand over accommodation to any persons who in our reasonable opinion are not suitable to take charge of it. In such cases all hire charges paid will be refunded in full. The contract shall be terminated and the owner will have no further liability. If in the reasonable opinion of ourselves any person is not suitable to continue the holiday, because of unreasonable behaviour, damage to property, or danger or significant annoyance to others, the contract may be terminated. In which case the owner will have no further liability. In this event, you will remain liable to pay the hire price and no refund shall be due.

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10. Damage to the property. The hirer shall also be liable to the owner, for any damage caused in the property during the period of hire. We have the right to enter any accommodation (without prior notice if this is not practical or possible, if special circumstances or emergencies arise, for example repairs).
11. Group Party bookings. The organiser or leader of a group or party booking, is responsible for completing the party details on the booking form. Should you arrive at your property with such a group without notifying us of the required details, we have the right to refuse to hand over the accommodation to you. You may be asked to pay a security deposit at the time of take over.
12. Security Deposit. All groups will be accepted on the condition that a security deposit is paid at the time of take over. We reserve the right to ask all parties to pay over a security deposit of £100. This will be confirmed to you on your booking confirmation.
13. Wheelchair/Disabled Persons. To ensure that your accommodation booked is suitable for visitors with a disability, it is essential that all booking applications from parties, including people with special needs, give us written details of those needs. We also require confirmation as to whether or not the disabled visitor will be accompanied on their holiday by an individual able to attend to all their requirements.
14. Force Majeure. We cannot accept responsibility or pay any compensation, where the performance or prompt performance of our contract with you, is prevented or affected by reasonable circumstances which amount to force majeure. Circumstances amounting to force majeure include any event which we could not even with all due care foresee or avoid. Such circumstances include the destruction or damage of the property which cannot easily be remedied to a satisfactory standard before the start of your holiday through fire, flood, explosion, storm or other weather damage, break in, criminal damage or any similar event beyond our control.
15. Your pet. Pets are permitted in the property under the following conditions. You must bring your pet basked with you, as pets are allowed on the clear understanding that **in no circumstances** must they lie on the bedding or furnishings of any kind. Pets must not be left unattended in properties or elsewhere. Animals other than dogs can only be accepted with specific permission from us, the property owner. In the interest of visitor's safety and following Government Legislation, we are sorry we are unable to accept the following types of dog; American Pit Bull Terrier, Japanese Tosa, Fila Brasileiro and Dogo Argentino. Even where these type of dog are muzzled as required by Government Legislation.
16. Assistance Dogs. Registered Assistance Dogs will be accepted free of charge, subject to availability of suitable accommodation.
17. Your Vehicles. Your vehicles and their accessories and contents are left entirely at your own risk. We will not be responsible for any loss or damage from or to any vehicle from any cause whatsoever other than in the case of the owner, the negligence of him/herself or his/her employees.
18. Liability. Except where otherwise specified in the conditions of hire, we cannot accept liability for any damage, expense injury, death or loss, of any nature whatsoever, suffered by any persons from any cause whatsoever, other than in the case of the owners the proven negligence of him/herself or his/her employees.
19. Any Shortcomings. You may notify any shortcomings with your property to the owner immediately so that remedial action if appropriate can be taken.
20. Data Protection Policy. In order to process your booking, and to ensure that your holiday arrangements run smoothly, and meet your requirements, we need to use the information you provide such as name, address, special needs etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. The information may also be provided to security or credit checking companies, public authorities such as customs immigration, if required by them or as required by law. We will not however, pass any information onto any person, not responsible for part of your accommodation and travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities or dietary/religious requirements.

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**DOG OWNERS**

**PLEASE NOTE**

Whilst we want you to enjoy your stay with us, in order that the Barns may be enjoyed by everyone, with or without pets, we would be grateful if you would observe the following points:-

1. Please do not let dogs into the first floor bedroom
2. Please refrain from letting dogs onto the furniture
3. All 'dog toilets' to be placed in bin at the back of the Barns.
4. No dogs to be allowed to run outside the Barn parameters.

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Please note that any damage to fixtures or fittings of the Barns caused by your dog will be deducted from your deposit.

As stated above, that Maple Barns have been designed and fitted, hopefully for you to enjoy your holiday with your pet, and hope that this disclaimer does not offend!!

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**Signed**

.....  
**Date**