



## Terms & Conditions

These Terms & Conditions constitute a legally binding agreement between Pepples Property Ltd (referred to as "we", "us" or "our") and the lead booker (referred to as "you" or "your"), on behalf of yourself and all members of your party. By making a booking, you confirm that you and all members of your party have read, understood, and agree to be bound by these Terms. These Terms apply from the time of booking until all guests have departed the site.

The contract is for a short-term holiday rental and is governed by the laws of England and Wales. Nothing in these Terms affects your statutory rights as a consumer under the Consumer Rights Act 2015 or other applicable legislation.

### 1. Definitions & Parties

"We", "us" and "our" refers to Pepples Property Ltd. "You" refers to the lead booker and all guests in your party.

### 2. Use of Accommodation

Accommodation is provided for private leisure use only. Commercial use, parties, events, subletting or resale are strictly prohibited. You must not exceed the maximum occupancy stated for the accommodation without our prior written consent. You must take reasonable care of the accommodation, its furniture, fittings and equipment, and leave it in the same clean and tidy condition as on arrival.

### 3. Age Restrictions

No guests under 18 years of age are permitted unless accompanied and supervised by a responsible adult at all times. You are responsible for ensuring constant supervision of children, particularly near hazards such as water features, woodland, machinery or livestock.

### 4. No Dogs or Pets

Dogs and other animals are not permitted anywhere on site due to livestock, wildlife and biosecurity risks. Assistance animals may be permitted with prior approval, subject to compliance with biosecurity measures.

### 5. Prices

Prices vary by season and demand and include VAT where applicable. Prices include accommodation only unless expressly stated otherwise. We reserve the right to correct any pricing errors.

### 6. Payments

The full booking amount is payable at the time of booking. If payment is not received, we reserve the right to cancel the booking.

### 7. Cancellations by You

Cancellations must be made in writing. Cancellations outside of 8 weeks prior to arrival will receive a full refund. Cancellations within 8 weeks of arrival will incur 100% of the booking cost unless we are able to re-let the accommodation, in which case we will refund any monies received less a reasonable administration fee. We strongly recommend you obtain holiday cancellation insurance to cover unforeseen circumstances.

### 8. Cancellations or Changes by Us

We reserve the right to cancel or amend bookings due to circumstances beyond our reasonable control (see Force Majeure below). In such cases, we will offer alternative accommodation of similar standard if available, or a full refund of monies paid. This will

be the full extent of our liability, and no additional compensation, expenses or costs will be payable.

### 9. Force Majeure

We shall not be liable for any failure to perform our obligations due to events beyond our reasonable control, including but not limited to weather events, flood, fire, disease outbreak, government restrictions, utility failure, industrial action, war, terrorism or similar events.

### 10. Working Farm Safety

Pepples Farm is a working agricultural environment. We comply with relevant health and safety legislation, including guidelines from the Health and Safety Executive (HSE). Guests accept all inherent risks associated with machinery, livestock, uneven terrain, wildlife and farm operations, provided these risks are not caused by our negligence. You must follow all safety signage, instructions and verbal guidance provided. Report any hazards or defects immediately to us. Keep to designated paths and areas, and do not enter restricted zones, animal pens or machinery areas. Vehicles must be parked only in designated areas and are left at your own risk.

### 11. Ponds & Water Safety

Open water features exist on site. Swimming or entering ponds or other water bodies is strictly prohibited. No lifeguards or barriers are provided. Children must be supervised at all times near water. Use of these areas is at your own risk.

### 12. Woodland Safety

Woodland areas may contain uneven ground, falling branches, insects, wildlife and reduced visibility after dark. Stay on marked paths and avoid during adverse weather. Use is at your own risk.

### 13. Fire Pits

Outdoor fire pits must be used strictly as instructed, in designated areas only. Fires must not be left unattended and must be fully extinguished after use using provided equipment. No additional fuel or materials may be used without approval. Naked flames, candles or fireworks are prohibited elsewhere on site.

### 14. Indoor Log Burners

Log burners must be operated strictly in accordance with instructions using approved fuel only. Do not leave unattended when in use. Familiarize yourself with fire safety procedures on arrival.

### 15. Outdoor Copper Baths

Outdoor copper baths are used entirely at guests' own risk. Supervise children and follow usage instructions. We accept no

liability for injury or damage arising from use, except where caused by our negligence.

#### **16. Behaviour & Quiet Enjoyment**

Quiet hours apply between 10:00pm and 8:00am. Excessive noise, antisocial behaviour or activities that disturb others or damage the environment are prohibited. We reserve the right to terminate your stay without refund for unsafe, disruptive or illegal behaviour. No drones, fireworks or unauthorized activities are permitted.

#### **17. Breakages & Missing Items**

Guests are responsible for any damage, loss or breakage caused by them or their party. You must report any issues immediately. Reasonable charges may be applied post-stay, based on evidence of costs incurred.

#### **18. No Smoking or Illegal Substances**

Smoking, vaping and the use of illegal substances are strictly prohibited inside cabins and across the site. Evidence of breach may result in additional cleaning charges and termination of stay.

#### **19. Animal Contact and Biosecurity**

To prevent zoonotic diseases (e.g., E. coli), wash hands thoroughly with soap and water after any animal contact, before eating, and before leaving the site. Alcohol gels are not a substitute. Do not enter animal pens or consume food near animals. Follow biosecurity signage to protect livestock and wildlife.

#### **20. Limitation of Liability**

To the fullest extent permitted by law, our total liability for any claim arising from your booking shall not exceed the total booking value. We accept no liability for indirect, consequential or economic losses (such as loss of profits or additional expenses). Nothing in these Terms excludes or limits our liability for:

- Death or personal injury caused by our negligence;
- Fraud or fraudulent misrepresentation;
- Defective products under the Consumer Protection Act 1987;
- or
- Any other matter for which it would be illegal for us to exclude or limit liability.

Personal belongings and vehicles (including contents) are left at your own risk. We are not liable for loss, theft or damage unless caused by our negligence.

#### **21. Insurance**

Guests are responsible for arranging appropriate personal, travel, cancellation and liability insurance to cover accidents, illness, theft, damage or cancellation. We strongly recommend comprehensive cover suitable for a rural farm environment.

#### **22. Complaints**

Any complaints must be reported to us immediately during your stay to allow resolution. If unresolved, submit in writing within 28 days of departure. We will investigate and respond within a reasonable time.

#### **23. GDPR & Data Protection**

Personal data is processed in accordance with UK GDPR and used solely for booking administration, safety and legal obligations. For details, see our Privacy Policy at [www.pepplesfarm.co.uk/privacy](http://www.pepplesfarm.co.uk/privacy).

#### **24. Entire Agreement and Severability**

These Terms constitute the entire agreement between us. If any provision is found invalid or unenforceable, the remainder shall

continue in full force. Variations must be agreed in writing.

#### **25. Governing Law**

These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

#### **26. Contact**

All correspondence should be directed to [info@pepplesfarm.co.uk](mailto:info@pepplesfarm.co.uk).

#### **Declaration**

**By making a booking, the lead booker confirms acceptance of these Terms & Conditions on behalf of all guests.**