



Call: (+44) 01362 687742

Greenbanks, Main Rd, Great Fransham, Norfolk NR19 2NA
enquiries@greenbankshotel.co.uk - www.greenbankshotel.co.uk

Terms and Conditions - Greenbanks Barn

For the purposes of these Terms of Letting the visitors shall mean the person named on the reservation form.

1. Deposit:

A booking for a holiday becomes firm when a deposit, together with a completed booking form, is received by Greenbanks. Up to that time it is a provisional booking, which will be held for a maximum of seven days. Remittances must be made in £'s sterling. The deposit to firm/secure the booking is non-refundable.

2. Damages Deposit:

A damages deposit of £250 will be required. This will be refunded 7 days after your holiday, if there is no damage to the property.

3. Final Payment:

The full balance of the total holiday cost is payable no later than six weeks before the holiday begins. Reminders or receipts will not be sent unless requested and a stamped addressed envelope is provided. If the full balance is not paid on time, Greenbanks reserves the right to cancel the holiday booking, in which case the deposit will be forfeit.

4. Cancellation:

The visitor still remains liable for the final payment on the due date; any failure to make such a payment in full at that time will be treated as breach of contract. We strongly recommend Holiday Cancellation Insurance.

5. Change of Booking:

There will be a fee of £25.00 (twenty five pounds) for any transferred booking. Bookings may not be transferred within one month of the visitor's holiday or from one year to another. If the transfer also involves reducing the length of the holiday e.g. from two weeks to one week it will be regarded as a cancellation.

6. Visitor Accommodation:

Accommodation is limited to the number of persons for whom the booking is made.

7. Basic supplies:

Apart from finding well-equipped and comfortable apartments ready and waiting for your arrival, you will also find some basic supplies; tea, coffee, sugar.

8. Smoking:

Many of our visitors are non-smokers and it is impossible to get rid of the smell of tobacco between bookings. We would therefore request that visitors do not smoke within the property.

9. Joint Bookings:

Where two parties join forces to take a holiday property, the booking should be made in a single name only – that person (the visitor) to be responsible for all payments and damage.

10. Loss of Property:

Greenbanks cannot be held responsible for loss or damage to any belongings or for injury sustained by the visitor or members of his / her party during their stay at the holiday property or when in/on the premises of Greenbanks.

11. Pets:

Well-trained dogs (maximum of two) are accepted on the condition that they are not allowed on the furniture and especially the beds, nor left unattended in the property. A charge of £10.00 per dog per night is made (guide dogs for the blind and hearing dogs for profoundly deaf people excepted). We regret that no other domestic pets can be accepted in our holiday property. Please note dogs are not allowed in Greenbanks Restaurant.

12. Rights of Entry:

Greenbanks and/or its agents reserve the right to enter the property at any reasonable time for any reasonable cause.

13. Visitor Obligations:

The visitor undertakes to keep the premises and all the furniture, fixtures and effects in the same state of repair and condition as at the commencement of the booking period (reasonable wear and tear excepted) and shall pay Greenbanks the value of any part of the premises, furniture, fixtures, fittings and effects so destroyed or damaged as to be incapable of being restored to its previous condition. Breakages and damage must be reported as soon as possible.

14. Property Cleanliness:

The visitor and members of his / her party are asked to leave the accommodation clean and tidy. Greenbanks reserves the right to make a charge for extra cleaning if the accommodation is not left in a satisfactory condition.

15. Occupation

The accommodation is not designed for the use of youth groups or student parties. Sleeping in tents or motor vehicles adjacent to the accommodation is not permitted. Greenbanks reserves the right to require the visitor and his / her party to vacate the accommodation at once without compensation becoming payable to the visitor or the party if the accommodation is being misused.

16. Complaints:

Every care is taken to ensure that Greenbanks Barn is presented to visitors to a high standard. Should you find on arrival that there are complaints please let us know immediately. Greenbanks will not make any refunds in respect of complaints made after the visitor's departure from the accommodation if the visitor did not make the complaint or the problem known to us during the holiday. Every effort will then be made to assist you. We value every booking and want all our visitors to enjoy their holidays.

17. Greenbanks does not warrant, and is not responsible for, the accuracy of any verbal information given or statement made by its staff.

18. Greenbanks shall not be liable to the client or a third party for any accident, damage, loss, injury expense or inconvenience which may be suffered, incurred, arise out of or is in any way connected with the rentals. If the property, which the client has booked, becomes unavailable or unusable for some reason prior to the date of booking then: 1. Greenbanks will endeavour to find a suitable alternative property or 2. To reimburse the client with any monies paid.

19. If your holiday property becomes inaccessible due to bad weather we will do our best to inform you and to offer you an alternative week. We recommend you have holiday insurance to cover this possibility.

20. When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email.