

## **GUEST INFORMATION FOR SELF CATERING**

### **FINDING US**

The Victorian Barn, Dairy House Farm is situated between the villages of Woolland and Hazelbury Bryan. When driving from Hazelbury Bryan towards Woolland; The Victorian Barn, Dairy House Farm is approximately 1.25 miles and is located just after a sharp bend; the drive is on the right hand side. When driving from Woolland towards Hazelbury Bryan; The Victorian Barn, Dairy House Farm is the second turning on the left after a wooded area before a sharp bend.

There are brown Heritage signs directing you to The Victorian Barn.  
The driveway has a concrete entrance and is then tarmac with two speed humps.

### **SAT NAV - DT11 0EY**

You may be directed to other driveways which share our postcode, please ensure it is a tarmac driveway you follow with signs saying The Victorian Barn.

### **RECEPTION**

On arrival please follow the sign to reception to collect your key.  
The reception is located in the conservatory next to the triple garage, adjoining the main house. Please ring the bell for a member of the team to assist you.  
The reception is only manned at check in (4 pm – 6 pm) and check out (8 am – 10 am)

### **ARRIVAL**

We are pleased to accept arrivals between 4pm and 6 pm on the arrival day booked.  
You are welcome to arrive earlier than 4 pm to enjoy the onsite leisure facilities please inform us of this before arriving. We are unable to guarantee early access to your property.

#### **Late arrivals**

We request to be notified if guests are going to be delayed. The reception closes at 6pm so please notify us if you intend to arrive after that time. This is a quiet area and we therefore ask that no one arrives between the hours of 10pm and 8am. If you are going to be late we can leave the key in the door so you can access the property.

### **DEPARTURE**

The time of departure is 10 am on the departure day booked for both the property and the leisure facilities. Please observe this rule to facilitate the preparation of the venue for new arrivals.

### **HOW TO CONTACT US DURING YOUR STAY**

The reception is not manned except for check in and check out times therefore please use the methods below in order to contact us.

#### **For General Queries & Maintenance:**

(Please allow us time to respond)  
Email: [info@thevictorianbarn.co.uk](mailto:info@thevictorianbarn.co.uk)  
Text: 07956 161528

#### **For Emergencies:**

Call: 07956 161528 OR 01258 817501

### **SUPPLIES IN THE PROPERTY**

2 Tea towels  
1 Dish cloth  
Oven gloves  
A Starter of washing up liquid  
A Starter of dishwasher tablets (where applicable)  
Paper kitchen towel  
1 toilet roll per WC  
1 bin liner per bin  
1 hand and 1 bath towel per person. Please bring beach and swimming towels.  
Hair dryer per property

Sorry, we are unable to supply extras of the above. There is a village shop in Hazelbury Bryan which can supply all the essentials.

There is an onsite laundry room with washing machine and tumble dryer (charges applicable). Please provide your own laundry detergent.

#### **We are unable to supply the following for health/ allergy reasons:**

Personal hygiene products  
Kitchen/ bathroom cleaning products

## **FACILITIES**

### **Swimming Pool, Gym and Sauna opening times - TERM TIMES ONLY**

**(Sauna is switched on upon request, allow 15 minutes to heat)**

Monday	8.00 am – 4.00 pm
Tuesday	8.00 am – 4.00 pm (closed 10.00 am – 12.00 pm)
Wednesday	8.00 am – 8.00 pm (closed 10.30 am – 11.30 am & 4.00 pm – 5.00 pm)
Thursday	8.00 am – 8.00 pm (closed 9.30 am – 1.00 pm & 4.00 pm – 5.30 pm)
Friday	8.00 am – 8.00 pm (closed 9.30 am – 11.00 am)
Saturday	10.00 am – 4.00 pm
Sunday	10.00 am – 4.00 pm

The closures are for private lessons which do not take place during school holidays.

### **Swimming Pool, Gym and Sauna opening times – SCHOOL HOLIDAYS ONLY**

OPEN DAILY (MONDAY – SATURDAY) - 8AM – 8PM
SUNDAY - 10 AM – 6 PM (to allow for extra pool maintenance)

The times may vary for maintenance purposes and special circumstances such as Christmas Day, your welcome note (provided upon check in) will dictate the opening times for your stay.

## **Hot Tub**

The communal hot tub is available between the hours of 8 am & 11 pm. We respectfully request that the hot tub is not used overnight between the hours of 11 pm & 8 am so as not to disturb other guests. The communal hot tub is situated on the east side of the swimming pool building.

In addition, some of the properties benefit from their own private hot tubs (times of use 8am – 11 pm).

Your booking information will denote whether there is an additional fee for these.

The hot tubs are emptied, cleaned and refilled after every stay so they may not be at the required temperature when you first arrive.

The hot tubs will not be available to use on your departure day.

## **Games Room**

The games room is available to residents from 8 am until 8 pm, 7 days a week.

Pool Table - 50p. 1 pool cue can be found in the games room – please do not remove.

Football Table - 50p

Megatouch - 30p

Free to use Books and Board Games, please return after use.

## **Catering**

We can offer the services of two fantastic caterers to serve a three course dinner party or an Oriental banquet prepared and served in your accommodation during your stay. Please request a menu. Booking in advance required. A minimum of 10 guests is required.

## **Beauty Therapist**

We can offer the services of a fully qualified beauty therapist for manicures, pedicures, massages, make up and much more in your accommodation during your stay. Please contact Kelly by email: [kellyrbrady@hotmail.co.uk](mailto:kellyrbrady@hotmail.co.uk). Booking in advance required.

## Wi-Fi

We are pleased to be able to offer complimentary superfast broadband under a fair usage policy based on emailing & web browsing. Properties & allowances are noted below:

- **The Lodge & The Stable up to 15GB per property per stay.**
- **Jasmine Cottage & Plumtree Cottage up to 75GB per property per stay.**

The properties are monitored, therefore excessive downloading of films, music and gaming may incur a charge. If you would like to know your usage during your stay please send a request via email to [info@thevictorianbarn.co.uk](mailto:info@thevictorianbarn.co.uk). For data above your complimentary allowance noted above a charge of **£5 per 1GB** will apply. If you incur a charge this can be paid upon departure using the payment card you used to check in.

- **The Victorian Barn offers unlimited data and includes the following properties:**

**The Victoria & Albert Suite  
Helena House  
Leopold House  
Beatrice House  
The Granary  
The Byre  
The Hayloft**

## Netflix, Amazon Prime & Other Apps

Please use Netflix, Amazon Prime & other Apps at your own risk.

Watching Netflix uses approx. 1 GB of data per hour for each stream of standard definition video, and up to 3 GB per hour for each stream of HD video.

After logging into your Netflix/Amazon Prime/ Other Apps account please ensure you log out again to prevent other guests from using your account without permission.

We cannot be held responsible for any other guests using your Netflix/Amazon Prime account.

## GROCERIES

Supermarkets such as Asda, Ocado, Sainsburys, Tesco and Waitrose deliver to The Victorian Barn please use the address Dairy House Farm and postcode DT11 0EY. We can then direct the delivery driver to your property upon arrival. There is also a small village shop in Hazelbury Bryan for all the essentials.

## FIRE PROCEDURE

In the unlikely event of a fire whilst you are staying with us at The Victorian Barn when hearing the fire alarm please assemble immediately at the FIRE ASSEMBLY POINT situated in the front car park of The Victorian Barn.

## GENERAL BOOKING TERMS & CONDITIONS

The terms and conditions of the agreement become valid upon written confirmation by the Owners of acceptance of the holiday letting period for the agreed letting period.

On receipt of the booking confirmation you must advise us if anything appears to be incorrect. We regret that we cannot accept liability if we are not notified of any inaccuracies within 7 days of the confirmation.

We reserve the right to refuse a booking without giving any reason.

Amendments to bookings will incur an admin fee of £25. We are unable to guarantee that we can make amendments to bookings.

## RENTAL PAYMENT

In order to confirm your booking, we request a non-refundable deposit of 20% of the total cost.

Your booking will be confirmed via email. A binding contract comes into existence when your booking is confirmed by email.

The balance plus a refundable security deposit will become due 8 weeks prior to arrival.

For bookings made less than 8 weeks before arrival; the total amount will become payable at the time of booking.

The refundable security deposit for families and groups of fewer than 10 guests will be £100.

For families and groups of 10 guests or more a refundable security deposit of £20 per guest or £100 per property, whichever is the greater (maximum deposit £500) will be applicable. The security deposit will be refunded within 7 days following your stay less any expenses for excessive breakages, damage, over usage of Wi-Fi and cleaning.

Payments can be made by card or BAC's. If you wish to pay by credit card the following management fees apply:

<£499 - £10 // Between £500 & £999 - £20 // Between £1000 & £1999 - £40 // >£2000 - £50

## **OCCUPATION OF THE PROPERTY**

Fire regulations and insurance terms require that we are aware of the names and contact details of all guests (residential and non-residential) at the premises. This is to be communicated prior to your stay. Only the named guests are permitted to use or stay in the property.

### Residential guests

Additional residential guests are not permitted unless by prior arrangement with us and if permitted an additional charge will be made. We reserve the right to refuse additional guests. If the number of guests exceeds the number of beds in the property the additional guests will not be allowed to stay.

### Non-residential guests

Additional non-residential guests are not permitted unless by prior arrangement with us. We reserve the right to refuse additional guests. All permitted non-residential guests must pay to use the facilities.

The proprietor is not responsible, and cannot accept liability, for any injury to, or loss of property from, any guest while staying at The Victorian Barn.

## **INSURANCE**

It is the responsibility of the guests to ensure that their personal possessions are insured. We cannot accept any liability for theft of, loss of or damage to personal possessions.

## **COMPLAINTS**

Complaints must be reported immediately to the owners of the property or to their representatives thereby giving them the opportunity to rectify the problem during your stay. If the problem cannot be rectified during your stay, you must write to us within 7 days of departure giving full details of your complaint. No complaints will be entertained at the end of the hiring period or after the guest has departed. We cannot accept complaints if you have not followed the course of action laid down in this clause.

## **HOLIDAY LETTING AGREEMENT**

### **The Guest agrees with the Owner as follows:**

- 1) Not to deface, make any alterations or additions to the interior or exterior of the premises or to the decoration, fixtures or fittings of the premises or to the furniture.
- 2) To leave the property in a clean and tidy condition and to keep the furniture, soft furnishings and equipment in their present state of repair and condition. The guest will be responsible for the cost of any breakages/ damaged items or will replace the items with similar articles of at least the equivalent value and standard which may be found to be missing or destroyed (reasonable wear and tear excepted). The guest will be charged for any exceptional cleaning costs incurred
- 3) Not to remove any of the furniture from its present position in the premises.
- 4) Not to transfer furniture or kitchen equipment between properties (if hiring more than one property).
- 5) Not to affix any poster or placard to the interior or exterior of the premises. Decorations must not be affixed using pins, Blu-Tack etc. or any fixing which may cause damage or mark the walls and doors.
- 6) To use the premises as a private self catering holiday residence for the maximum number of guests discussed & agreed upon booking.
- 7) Not to store outside equipment such as bikes, scooters, fishing rods etc. inside the property.
- 8) Guests are not permitted to bring entertainment/ catering/ beauty or any other outside private companies onto the premises this will incur a breach of contract.
- 9) Not to do or permit to be done anything which may be a nuisance or annoyance or cause of damage to any neighbouring or adjoining property.
- 10) Not to do anything or suffer or permit anything to be done as a result of which any policy or insurance held by the Owners on the premises may become void or voidable or subject to an increased rate of premium.
- 11) Not to use the property for any illegal or immoral purposes.
- 12) Not to play or permit to be played in the premises any musical instrument or sound production equipment between the hours of 11.00pm and 8.00am that is audible from outside the premises.
- 13) To permit the Owners or their agents access to the premises to deal with any maintenance or security issues.
- 14) Not to smoke or permit smoking inside the property. Outside smoking is permitted, please use ashtrays and sand tubs provided.
- 15) The Victorian Barn is kept pet free for those with allergies (pets belonging to authorised visitors are NOT permitted).