



## Booking Terms and Conditions

Reservations are generally accepted for any number of nights although minimum night restrictions may apply to Bank Holidays, the Festive Break and some online booking agents. Published offers cannot be used in conjunction with each other or with any other promotion or discount unless otherwise stated.

### Pricing and Payment – Standard Booking

All prices are quoted per room per night based on two people sharing a room. A discount of £15 is applicable to single occupancy of a double or king size room. All bookings made are confirmed by receipt of a deposit of 50% of the total stay with full payment on check out. We accept payment by cash or credit/debit card. Unfortunately we do not accept personal cheques. All prices are quoted in Pounds Sterling. It is important to read the terms and conditions of the reservation as policies (including cancellation) may differ.

**Cancellations (if booked directly with Wyvern Farm either by telephone or online via [www.wyvern-farm.co.uk](http://www.wyvern-farm.co.uk))**

All bookings made are subject to these terms and conditions:

- If your booking is cancelled or modified up to 14 days before date of arrival, no fee will be charged.
- If your booking is cancelled or modified up to 7 days before date of arrival, 100 % of the first night will be charged.

- If your booking is cancelled or modified later or in case of no-show, the total price of the reservation will be charged.

Days are counted from midnight from the day of arrival.

## **Pricing and Payment – Advanced Purchase**

Only available if booking 4 weeks or more in advance. All prices are quoted per room per night based on two people sharing a room. A discount of £15 is applicable to single occupancy of a double room. All bookings made are confirmed by receipt of full non-refundable payment at the time of booking. We accept payment by credit/debit card. All prices are quoted in Pounds Sterling. It is important to read the terms and conditions of the reservation as policies (including cancellation) may differ.

## **Arrival and Departure**

Rooms are available from 15.00. As we are a relatively small establishment we request that guests arrive by 19.00. If you require a late check-in please call us in advance. If you are delayed please give us a call and we can arrange for a late check-in.

Departure time is before 11.00am on your last day. Late check-outs may be arranged before departure for a charge of 25% of the nightly rate.

## **Children**

Infants are welcome at Wyvern Farm, provided that you bring your own travel cot. Please inform us upon booking if this is the case. Unfortunately we do not have the facilities to put extra beds in rooms and therefore it is the parents responsibility should children be accommodated in a room by themselves.

## **Wyvern Farm Pets**

Wyvern Farm has 5 kennel dogs, 1 house dog, 1 house cat and a yard cat. None of our house pets are allowed in the guest rooms or guest areas.

Please be advised that that we can not accommodate guests pets unless they are assistant dogs.

## **Other Information**

For the comfort of our guests, ALL bedrooms and public areas are totally non-smoking. Should you be found smoking on the premises we will levy a deep cleaning charge equivalent to at least 1 nights' accommodation, in addition to any accommodation charges already agreed, AND we will ask you to leave the property.

For the comfort of our guests, the eating of 'fast food' or 'takeaway meals' in any of our bedrooms or public areas is strictly prohibited. Should you be found to be consuming such foods on the premises we will levy a deep cleaning charge equivalent to at least 1 nights' accommodation in addition to any accommodation charges already agreed, AND we will ask you to leave the property.

## **Reasonable Usage**

At Wyvern Farm some sound does travel and we ask that you respect the enjoyment of other guests. In extreme circumstances we reserve the right to terminate a booking for unacceptable conduct. We reserve the right to refuse bookings for large single sex groups; under 21's or Hen/Stag parties.

## **Liability**

Other than for death or personal injury causes by our negligence or misrepresentation, our total liability to you is limited to the price of the booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will we be responsible for any indirect or special damages.

We will not be liable for failure to perform to the extent that failure is caused by any factor beyond our reasonable control. You are responsible for any damage or loss causes to us or our property by your act, omission, default or neglect and you agree to indemnify us and to pay us on demand the amount reasonably required to make good or remedy any such damage or loss.

## **Privacy**

The only information that we collect off you is that necessary for the processing/verifying of your booking or occasional notification of future offers where you have specifically indicated your agreement to this. We will not give, sell or swap your details with any third party companies.

All business and reservation correspondence should be directed to:  
Wyvern Farm, Mattishall Road, Garvestone, Norfolk NR9 4QP