

ARRIVAL / KEY COLLECTION ARRANGEMENTS AND ROUTE DIRECTIONS

Owner's name:

Nick & Tina Jefferies

Property:

The Fold, Bagwyllydiart Farm, Orcop, Herefordshire, HR2 8EX.

Parking:

There are two parking spaces provided for guests located in front of the farmhouse, just past the staddle stones.

Arrival and Departure:

Please arrive anytime between 3:00pm - 8pm on the first day of your stay.

We ask that you kindly vacate the property by 11:00am on your day of departure (to give us time to prepare for our next guests).

If you need to arrive or leave outside of the requested times, please let us know as soon as possible and we will try our best to accommodate.

How to find us:

For those with SatNav the postcode **HR2 8EX** will bring you straight to the property.

Bagwyllydiart/Orcop is located centrally between the A466 Monmouth and A465 Hereford/Abergavenny roads.

Directions from the A466: at the crossroads just north of the village of St Weonards, take the turning signposted towards Orcop. Continue along this lane for just over 3 miles. After going through Orcop village you will begin to climb up hill. Look out for the wooden Parish Hall building on your left then shortly after Burhope Farm on your right. Carry on up the hill. After passing a small wood on your right, at the top of the hill, you will find Bagwyllydiart Farm on your right also, opposite a left turn signposted to Garway Hill.

Directions from A465 Hereford/Abergavenny: at the junction Pontrilas with Ewyas Harold, turn on to the road signposted towards Monmouth B4347. Bear left and then immediately turn right signposted towards Monmouth B4347/Kentchurch/Grosmont/Garway. Immediate take the left turn signposted Orcop/Garway Hill. Stay on this lane for approximately 3 miles. Bagwyllydiart Farm is located on your left on the corner of a lane joining from the left, opposite a right turn signposted to Garway Hill.

Turning onto the driveway, please park on the slight slope to the front of the farmhouse, just past the staddle stones, marked by a row of logs.

The Fold is located to the rear of the farmhouse, accessed by walking along the gravel pathway located to the left side of the farmhouse (as you face the porch), on your right.

The Hut is located to the rear/left of the farmhouse behind a row of conifers, accessed by taking the grass path and following the fingerpost sign.

Key arrangements:

The Fold - key can be found in the key-safe located to the right of The Fold front doors. **Enter Code: 1960**
The Hut – please call at the farmhouse for keys..

Other information:

To help you plan your stay, you will find lots more information on our website www.sanctumretreats.org/things-to-do-2 with suggested things to do and places to visit. You will also find

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an information pack about the surrounding area, walks, places to eat, visit etc in The Fold, once you have arrived.

Should you have any further questions about the property, or the area, please get in touch. We will happily try to answer your questions. Please contact Tina and Nick on 01981 241190, mobile 07976551314, or via email sanctumretreats@gmail.com

We look forward to welcoming you here.

With best wishes,

Nick & Tina Jefferies

Booking Terms & Conditions

All guests must be over 18 years of age and agree to our Privacy Policy and the following Booking Terms and Conditions:

1. Minimum stay / Check-In days are as follows:

Short breaks:

3-nights minimum stay

We try to be as flexible as possible, so if you have a specific day or duration that you'd like to book, please contact us to enquire (subject to season & availability).

2. Bookings and Payment

Our online booking system enables guests to make bookings 24-hours a day – the booking system will guide you through the booking process and send you an email confirming your booking with payment details. This is an automated system and does not constitute acceptance by us – if for any reason we are unable to accept your booking we will contact you within 24 hours.

A Booking is confirmed on receipt of the non-refundable deposit for all bookings with check in dates of more than 8 weeks away. For all bookings that have a check in date of less than 8 weeks, payment for the booking will be required in full and the entire booking will be non-refundable. (Please see point 4. Cancellation).

Phone or email enquiries will be dealt with in the order they are received, but please be aware that we will only reserve your selected dates for 5 days without receipt of the suitable payment. If payment is not made within 5 days your booking will be cancelled. Therefore, if possible, we do recommend that you book using the online booking system.

Payments can be made via BACS (banks automated clearing system), Paypal or Cheque.

Where a deposit has been paid, the remaining balance must be paid in full 8 weeks in advance of your check-in date. Non payment of the balance, on or before the due date, shall be construed as a cancellation by the Hirer.

3. Hirer's Obligation

The Hirer agrees:

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- To pay for any breakages, losses or damage to the property. To take all reasonable and proper care of the property and leave it in a clean and tidy condition at the end of your stay.
- The Hirer is responsible for any additional cleaning costs incurred as a result of not leaving the property clean.
- To permit us reasonable access to the property to carry out any urgent maintenance.
- Not to share the property except with persons nominated when booking. The maximum number of persons allowed at each property is 2 persons.

4. Cancellations

Your confirmed booking constitutes a contract which makes you liable for full rental. However we will do what we can to re-let the property. If we are successful we will refund any payment you have made less an administrative charge of £40. If we are unable to re-let the property, you will remain liable for the balance of the rental, and your deposit will be retained by us.

We therefore suggest you insure yourself against cancellation.

If you need to cancel the booking please advise us **IMMEDIATELY** by telephone or e-mail. Upon receipt of your written confirmation we will do our best to obtain a replacement letting. If such a replacement is obtained, will then refund you (less the deposit) any monies paid. If we are unable to re-let then we shall be entitled to retain all payments already made.

Transfer booking – if you wish you can transfer your balance to a new booking if you cancel your booking at least 8 weeks prior to your holiday and re-book before your original holiday start date.

Insurance - We recommend that you take out cancellation cover holiday insurance.

5. Arrival and Departure Times

Earliest check in is 3:00pm and latest check in is 8.00pm on the day of arrival. We kindly ask that you check out by 11.00am on the day of departure.

We may be able to offer some flexibility to these times by prior agreement **ONLY**.

6. Non-Availability of Property

If, for any reason beyond our control, the property becomes unavailable for hire on the dates booked, all rent paid in advance will be refunded in full.

7. Children

Apologies, we do not allow persons under the age of 18 years to stay at The Fold or The Hut. Therefore no children allowed.

8. Pets

Apologies but no pets allowed.

9. Your Safety

We make every reasonable effort to draw to your attention any possible safety hazards in the property. However, it is also your responsibility, on arrival, to inspect the property and grounds and note any possible hazards. Check the layout of the property so that in an emergency you can vacate quickly and easily. Please read and follow any warning / hazard / restriction notices that we have placed in the property and around the grounds.

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The fields surrounding the property are free for you to enjoy and explore. Please be aware of our boundaries at Bagwylydiart Farm, avoiding trespass onto neighbouring land. Please keep field gates closed.

10. Smoking

Smoking is NOT permitted in or immediately outside The Fold or The Hut.

11. Bed Linen/Towels

All bed linen is provided and beds are made ready for your arrival.

Bath, hand towels, and tea towels are also provided.

Beds in both The Fold and The Hut are double, and unfortunately cannot be separated into singles.

12. Parking

Two car parking spaces (one per property) are provided at the front of Bagwylydiart Farmhouse. It is then a short walk to The Fold and The Hut.

13. Maximum Numbers

Please note that only the number of persons specified on your booking confirmation may occupy the property.

14. Concerns during your stay

We make every effort to ensure you have an enjoyable and memorable stay with us. However, if you have cause for concern about any aspect of your stay we would appreciate you letting us know as soon as possible so that we can take action to resolve the issue.

15. Pricing

We reserve the right to change advertised prices of retreat stays from time to time. In the unlikely event that a mistake has been made in pricing your stay, we also reserve the right to correct any error in both advertised and confirmed prices.

16. Special Requirements

If you have any special requests (for example dietary requirements for breakfasts), please let us know at the time of booking and we will do our best to accommodate.

***Please note any further information regarding your stay will be detailed on the booking form**