



# House Rules and Guidance

Version 27.01.25



Whilst using the Property, please adhere to the following House Rules. They form part of the overall contract between the Guest and Double-Gate Farm:

**Arrival Times:**

- Direct Bookings: from 3 pm
- Third-Party Bookings: from 5 pm
- Check-in closes at 10 pm
- After 6 pm Self Check-In may apply.

**Departure Times:**

- All Guests will return keys and Depart the Property by 10 am.
- Late Departure, delaying housekeeping, will incur a fee of £50

**Care of the Property**

- You are responsible for the supervision of all members of your party including those under the age of 18 at all times.
- If you encounter any issues during your stay, please inform the Owners immediately so they can address them promptly. Note that complaints made after your stay has ended, or if the Owner was not notified during your stay, will not be considered.
- No visitors are allowed to stay at the Property or use the Facilities. If you wish to invite additional visitors during your stay, please contact us.
- If extensive cleaning is necessary following your departure, an invoice will be issued accordingly.
- Guests must cover the full replacement cost of bed linen damaged by fake tan, hair dye, bleach, acne cream, or facewash.
- Guests are responsible for replacing lost or unreturned keys, including the cost of changing door locks if necessary.
- Riverside Rooms – to avoid damage outside privacy blinds must be retracted when not in use.
- We may enter rooms when they are unoccupied to: turn off electrical items such as lights and TVs that have been accidentally left on during the day, and close windows that have been left open in bad weather.

**Fire Safety**

- We are a no-smoking site, including e-cigarettes & vapes.
- Fire risks including candles, firepits, fireworks, lanterns are not permitted at the Property.
- Interfering with any fire detection equipment on the property, such as smoke/heat detector heads and fire extinguishers, is not allowed. Double-Gate Farm will take action against any guest who engages in such behaviour. Any repair costs resulting from these actions will be charged to the guest, and they may be required to leave the premises.



- You are not permitted to use domestic power sockets to charge an electric or hybrid vehicle, including electric bikes and scooters.
- Electronic devices should not be left charging unattended during the day or overnight. If you have essential medical equipment, such as a CPAP, dialysis machine, or electric wheelchair that requires an electrical supply, please inform Double-Gate Farm before your arrival and ensure that it is safe to use.
- Self-catering guests must not use the Log Burner without guidance from the Property Owners.

### **Wi-Fi & Smart/Streaming Services**

- We cannot guarantee our service is fault-free, fit for a particular purpose, or completely secure. You assume all responsibility and risks when using it. We advise against transmitting or receiving confidential information through this service; if you do, it's at your own risk.
- Do not use Wi-Fi for:
  - Defamatory, threatening, harassing communications.
  - Obscene, profane, abusive content. Be cautious to avoid civil or criminal liability from intercepted emails.
  - Pornographic material.
  - Offensive images regarding sex, race, religion, etc.
  - Infringing third-party rights, including intellectual property.
  - Content that may negatively affect business or is unlawful/inappropriate.
  - Copyrighted work without authorization.
- Parents should supervise children's Wi-Fi access and usage. They are responsible for determining appropriate services and monitoring their children.
- Upon departure, guests are responsible for logging out of any personal streaming accounts, such as Amazon or Netflix, on our smart TVs. Please be aware that Double-Gate Farm cannot be held liable for any financial losses if subsequent guests use a previous guest's account due to failure to log out. If you have forgotten to log out before leaving, you can do so remotely from your home.

### **Accessibility**

- Before booking, please review the online access statements. For any questions about your accommodations, feel free to ask. By agreeing to our terms, we assume you find the accommodations suitable for your party.
- If you have accessibility requirements for your room, the following equipment can be provided at no extra cost:
  - Shower Chair – Roll in (130KG/20Stone maximum user weight)
  - Shower Seat - Static, Bracket Hung (95KG/15 Stone maximum user weight)
  - Toilet Seat Riser (190KG/30 Stone maximum user weight)
  - Height Adjustable Perch Stool (130KG/20 Stone maximum user weight)
  - Emergency Red Pull Cords in bedroom and en-suite (these are not monitored, and we cannot respond to them at night).
  - Please note the manufacturer's maximum user weight limits. It is your responsibility to use the above equipment correctly and at your own risk.



### **Permitted Pets**

- To accommodate guests with allergies or those preferring pet-free options, most accommodation at Double-Gate Farm does not permit pets.
- We do have 2 designated rooms for up to 2 well-behaved dogs at a nominal fee, subject to the following guidelines (cats are not permitted):
  - No puppies (under 1 year old).
  - They must not be left unattended in the property.
  - Pets are not permitted in the dining room.
  - Pets are not allowed on the furniture.
  - Pets must be on a lead when outside on the property.
  - Pet toileting to be picked up, bagged and disposed of in our green refuse bins.
  - 'Barky' disruptive dogs may result in your Booking being cancelled with no refund.

### **Left Property**

- Any left items will be kept for 6 weeks, after which they will be disposed of.
- If you leave something behind and it is found, we will assist in its return. You will need to arrange a Royal Mail collection, which can be organised online.

### **Facilities**

- We operate a fair use policy in the Games Room and on-compliance will result in the withdrawal of access to these facilities without compensation.
- The use of these facilities is at your own risk, and the owners or staff cannot be held liable for any accidents or damage to personal belongings.
- The owners will not be held responsible for any accidents, damages, losses, or injuries that may occur.
- Garden/parking facilities will also be used by Tea Room customers during opening hours.
- Drone and unmanned vehicles are not to be used on or from our site without permission.
- Swallow Barn Log Burner: For self-catering guests, the first basket of logs is included. Additional baskets of logs are available for £10 each. This facility is not available for bed and breakfast guests.
- Any toiletries removed from guest rooms will be charged to the guest at full recommended retail price (RRP).