Holiday Lets

Terms and conditions

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Document control

Revision history

Version	Date	Author	Summary of changes
1.0	11/05/22	James Dawson	New document
2.0	17/05/24	James Dawson	Cancellation policy review
3.0	20/01/25	James Dawson	Vrbo payment terms and conditions added
4.0	03/10/25	James Dawson	Dog policy review
5.0	15/10/26	James Dawson	Key must be left in lockbox, guests to report incidents and accidents, no eating or drinking whilst in the hot tub, price increase for replacement keys
6.0	09/11/26	Ofure Obomighie	Personal information and fraud prevention section added (Section 8.0)

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Overview

This document provides:

– Information you will need to know before you book
– A step-by-step guide to booking your break
– Payment arrangements
– Information about arriving, staying and departing from our properties
– Information we will need to know about you and your party – including any special needs
– Change and cancellation arrangements
– Contact details

1.0 To book your break

Please read this agreement thoroughly before visiting leisure.dysonfarming.com book via our website. Note that you must be over 18 to make a booking. Group bookings of multiple properties can be made via email at leisure@dysonfarming.com.

1.1 Booking

A deposit payment of 20% of the total cost of your break is required to secure your booking. The balance must be paid 4 weeks before the start of your break. Any outstanding balance will be notified to you by the email that you booked with along with a payment request to settle the outstanding balance.

Alternatively, you may pay the full cost of your break at the same time as paying the deposit.

Please note the pricing information contained in Section 2.1 and the change and cancellation arrangements in Section 7.0.

Outstanding balances can be viewed and settled in your guest account by clicking here Login - My Stay Planner
If you have booked through a third party and do not know your Dyson Farming Leisure booking number please contact us via email leisure@dysonfarming.com.

1.2 Payment confirmation

Please check the details on the confirmation carefully. If any of the details are incorrect, or change, especially your address, you must inform our Reservations Team as soon as possible. You must also ensure that you pay any amount required in accordance with the confirmation payment schedule. If you do not, we will have the right to cancel your reservation and keep or claim your deposit if over 14 days prior to stay. Credit and debit cards will normally be authorised and charged to your account within one working day.

1.3 Our agreement

1.3.1 A contract (our agreement) is formed when we receive the required payment and you have received the confirmation. If you do not receive a confirmation within 24 hours, please contact us immediately.

1.3.2 Required payment means either the required deposit or the full amount due for your break.

1.3.3 Our agreement incorporates information provided on our website, the confirmation and this agreement (which we sent to you following your telephone reservation or which you accepted online at the time of booking).

1.3.4 Our agreement with you binds you, (the person named on the confirmation), and all members of your party, including children and any day visitors. You must ensure that all members of your party are aware of and accept all of this agreement. Our agreement continues until the last member of your

party has left the accommodation, including any extension to your stay and for such time afterwards as may be necessary.

1.3.5 We will send you, an email confirmation showing the price for your break and any additional charges. It will also detail payments received and due.

1.4 Vrbo

1.4.1 Virtual payment details are stored securely and are only used to take payment for your booking.

1.4.2 Once payment has been received, your virtual payment details will automatically be cleared.

2.0 Inclusions

2.1 The price includes:

2.1.1 Use of your accommodation for the maximum number of guests we indicate. A cot and highchair (if requested)
2.1.2 Any other amenities or services described as included in the price of your break in the information provided to you

The price does not include travel insurance which must be purchased separately and is highly recommended.

2.2 Tax and price promise

2.2.1 All relevant prices include VAT at the appropriate rate.

2.2.2 Our prices will fluctuate based on demand. Therefore, prices are subject to change. The agreed price for your break will be quoted when you make a reservation and will be shown on the confirmation.

2.2.3 We have the right to increase or decrease prices in line with any change in VAT or any other dues or fees levied on your break. We will not make any such increase to the basic cost of your break within 30 days of your holiday arrival date.

3.0 Before you book

3.1 Special requirements and disabilities

We welcome guests with restricted mobility, a disability, medical or particular care requirements. We aim to ensure that our services are as accessible as reasonably possible, so it is important that we are fully appraised of any needs, requirements and conditions prior to any booking being concluded.

Please email leisure@dysonfarming.com on who will be happy to discuss availability, suitability and any potential reasonable adjustments we can make, including any requirement for a guest to be accompanied by someone who is able to provide for any particular needs they may have over and above any reasonable adjustments we are able to make. A risk assessment might be required prior to confirming a booking.

We rely on the information you provide to help us anticipate and satisfy your needs. We therefore require you to update us with any change in circumstances prior to and during your stay.

4.0 Arrival

You may arrive from 4pm on your arrival date. Instructions of how to access your property shall be sent you by email and/or SMS 24 hours before your arrival date. We will never send access details through a link or by WhatsApp.

Please note, caravans, campers and/or mobile homes are not permitted at our properties.

5.0 During your stay

5.1 Our aim

Our aim is to provide a relaxed break suitable for families in a natural environment. To ensure the maximum enjoyment of your break and that of any other guests you must comply with all of the requirements in this agreement. We draw your particular attention to the paragraphs below and to the safety and other information you will receive on or before arrival. You must also note and comply with all verbal or written guidance, especially safety guidance supplied to you by us. You must comply with all notices.

5.2 Behaviour and compliance with this agreement

You are responsible for the behaviour of all members of your party. Behaviour should be in keeping with the family environment and should not be aggressive, excessive, noisy, or disruptive, especially at night. Offensive or illegal behaviour will not be tolerated. We may ask you and/or any member of your party to leave

immediately if your conduct results in police attendance or is considered by us to be inappropriate; likely to cause harm; or impair the enjoyment, comfort, or safety of anyone; or is likely, in our belief, to breach any of this agreement. No refunds or compensation will be given in these circumstances, and we reserve the right not to accept any future bookings from you or any member of your party.

5.3 Children's supervision and parental responsibility

5.3.1 There must be at least one capable and responsible adult over the age of 18 in every accommodation unit.

5.3.2 You are responsible for the supervision of all members or your party under the age of 18.

5.3.3 Parties who are not supervising their children responsibly may be asked to put appropriate arrangements in place or to leave the relevant facility.

5.4 Security

We draw your special attention to the following:

5.4.1 Your personal belongings are your responsibility during your break with us. You must lock your vehicle securely and remove all valuable items on parking.

5.4.2 Appropriate insurance is strongly recommended.

5.4.3 We accept no liability for any accident, loss or damage to your property unless such loss, damage or accident is demonstrably due to our negligence.

5.5 Safety

You are required to follow any safety advice provided to you.

All incidents and accidents must be reported to leisure@dysonfarming.com in a prompt manner insuring all necessary details of the event are included.

5.6 Environment

Please keep to always prepared public roads and other public rights of way, avoiding any private paths or tracks and treat all property carefully and appropriately. Many of our properties are upon working farms with large machinery utilising the tracks around the properties, please be mindful of this.

5.7 Accommodation

5.7.1 You must use your accommodation and its contents with care and leave it in a clean and tidy condition on departure. We reserve the right to charge you for any extra cleaning, missing items or damage.

5.7.2 We reserve the right to enter your accommodation at any time for any reasonable purpose, for example, to make checks or carry out maintenance work. Your occupation is not exclusive. You must leave the key to the property within the lockbox when not at the property.

5.7.3 The maximum number of guests in each accommodation type (as stated on our website) must not be exceeded. If it is, we may request those additional persons leave the accommodation.

5.8 Hot tubs

Some of our properties have a hot tub. Use of any hot tub shall be at your own risk and we request you follow instructions and signage provided.

Dyson Farming Leisure reserves the right to close the hot tub at any stage prior to or during the stay if there is reason to believe it is within the best heath and safety interests of the guests.

5.8.1 Dyson Farming staff will test the hot tub twice a day.

5.8.2 Do not use the hot tub if the temperature is above 40 degrees. The ideal temperature is 36 degrees.

5.8.3 Always shower before using the hot tub.

5.8.4 Fully open the cover before using the hot tub and replace it afterwards.

5.8.5 Children under the age of 5 are not permitted in the hot tub.

5.8.6 Children must be supervised at all times.

5.8.7 Sufferers of heart disease, diabetes, high or low blood pressure or any serious illness must consult a doctor before using the hot tub.

5.8.8 Pregnant women must consult a doctor before using the hot tub.

5.8.9 Do not use the hot tub while under the influence of alcohol or medication that raises or lowers blood pressure or causes drowsiness.

5.8.10 Surfaces may be slippery – enter and exit carefully.

5.8.11 Do not use soaps or wear any creams in the hot tub.

5.8.12 Do not eat or drink in the hot tub.

5.8.13 Soak for a maximum of 15 minutes and cool off before re-entering.

5.8.14 No pets allowed in the hot tub.

5.9 Internet

5.9.1 Wireless internet access, where available, is not guaranteed and is provided by a third-party provider and can on occasion be unavailable whilst also being subject to their terms and conditions which are available when

accessing the system. The facility is not subject to any particular security, and only has limited filtering measures and requires continuous parental supervision when used by children.

5.9.2 We reserve the right to disclose your name and address to our internet service provider if we discover that you or a member of your party illegally downloaded content from the internet or otherwise engaged in unlawful activity whilst using this facility.

5.10 Smoking and fire policy

Smoking (including e-cigarettes and vaping) is not permitted in any accommodation.

Disposable barbeques are not permitted at any accommodation and please ensure the fire safety notices are adhered to.

5.11 Natural inhabitants

Please note and remember that our properties are in a countryside setting that is the natural habitat of a variety of native creatures such as snakes, insects, spiders, flies, rodents and ticks.

5.12 Drone policy

Dyson Farming Limited does not permit the use of UAVs (unmanned aerial vehicles), also known as drones on or over any Dyson Farming Limited land.

5.12.2 Whilst the popularity of UAVs grows within the commercial, domestic and hobbyists' sectors, it is hard to police regulated and non-regulated users, and those with or without the required paperwork, permissions, and insurances. As such, it poses a serious health, safety and privacy issue for our existing land use, tenants, visitors, staff, wildlife, and ecology. For these reasons a business wide ban has been imposed across the combined estates.

5.12.3 In certain cases, Dyson Farming Limited will instruct the use or operate UAVs across Dyson Farming Land for operational business purposes. This will be done by qualified operators and in the full knowledge and instruction of Dyson Farming Limited. For any questions or queries, please contact enquires@dysonfarming.com

5.13 Dogs and other pets

5.13.1 Dogs (except assistance dogs) are only permitted in any property as expressly stated within the property description on our website. Please be mindful that most of our properties are upon working farms and we would politely request that dogs be kept on a lead at all times when outside your accommodation. We do not accept any dogs listed under the Dangerous Dogs Act.

5.13.2 If we, in our sole and reasonable discretion, consider your dog to be dangerous or to be causing a nuisance, harm or threat to anyone or to livestock, or to be likely to do so, we may ask you to remove it from the property (without refund or compensation).

5.13.3 We do not accept any other pets, and you must request permission to bring a dog before arriving at the property.

5.13.4 We only accept a maximum of 2 dogs per property, and they should not be left unattended on site or in a holiday cottage at any time.

5.13.5 Dogs are not allowed on furniture, laundry or towels.

5.14 Dangerous items

No knife, firearm, air weapon, archery equipment, fireworks (including sparklers), illegal substances or similar item may be brought into any property under any circumstances by you or anyone in your party.

5.15 Compensation payable by you

By booking you agree that we have the right either during or after your stay to recover from you, whether via the credit or debit card used to pay for the break or otherwise, the costs of:

5.15.1 Any property or accommodation damage

5.15.2 Any other costs, fees or levies which we may incur, resulting from your or any member of your party action or inaction and from any breach of this agreement.

6.0 Departure

You must vacate your accommodation by 10am at the latest on your day of departure. If you do not check out by 10am then we reserve the right to charge you a late check out fee of £100.

Please return your key to the lock box as you leave. For lost keys, a call out and replacement charge will be made of £100.

7.0 Changing or cancelling your booking

7.1 Changing your booking

7.1.1 You may change your booking with us for any reason provided the change is made 14 days or more before your arrival date. Each change is subject to availability and an amendment charge to cover our administration costs.

7.1.2 You may only change your arrival date once and it must be within the calendar year of the booking otherwise the change will be treated as a cancellation.

7.1.3 Please note that any change of date or accommodation will be likely to involve a change in price of your break and an amendment charge being payable. The price payable is the greater of i) your original break cost; or ii) the price for your revised break change which applies at the time of your change. No difference will be refunded except where a change of date results in a lower price.

7.2 Prevented from taking your break

7.2.1 If you are prevented from taking your break, please contact our Reservations Team at the earliest opportunity. We will do our best to assist. You may not, under any circumstances, transfer your booking to anyone without our consent.

7.3 Cancellation by you

You can cancel free of charge until 14 days before arrival. You will be charged the total price of the reservation if you cancel in the 14 days before arrival. If you are a 'no show' for your booking, you will be charged the total price of the reservation.

Cancellations must be made in writing via email to leisure@dysonfarming.com

7.4 Cancellation or changes by us

7.4.1 We have the right, at our sole discretion, to refuse to confirm any reservation or cancel or amend any booking you may have made or refuse to allow you to enter any of our properties or to ask you to leave our premises. If we do so (subject to the provisions of the paragraph below) we will refund any payment made but will not pay any compensation. We have the right to cancel your booking, or to instruct you or your party to leave the property immediately, without compensation or refund, should you or any of your party not comply with this agreement, particularly terms relating to behaviour and conduct.

7.5 Events beyond our control

7.5.1 We cannot take responsibility or pay compensation if we cancel or change your booking in any way because of events beyond our control. Neither can we accept any liability for any injury, loss or damage you suffer because of events beyond our control. Events beyond our control include, but are not limited to: fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, statutory undertakers, natural or nuclear disaster, epidemics and pandemics, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and unavoidable technical problems with transport.

7.5.2 If you cannot travel to your chosen accommodation due to adverse weather, we will do our best to move your booking to an alternative date and/or a different accommodation, but refunds will not be provided. If your new break is more expensive, you will be required to pay any additional cost.

7.5.3 In exceptional circumstances, we may need to cancel your booking. If this happens, we will advise you as soon as possible and offer one of the below options:

- A replacement break to the same value as the one you booked. If your new break is more expensive, you will be required to pay any additional cost. If your new break is less expensive, we will refund the difference.
- A full refund. If we issue you with a refund, we will return your money in the same way you made your original payment.

7.5.4 In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your break with us is limited to the cost of your booking less any insurance, cancellation, amendment, or separate charges.

7.6 Refunds

Credit or debit card payments will be refunded via the same card number, less any non-refundable deposit and any other non-refundable amounts.

8.0 Your personal information and staying safe

8.1 Who is responsible for your information

Dyson Farming Limited is the controller of the personal information you give us when you book or stay with us. We use it in line with UK data protection law and our privacy policy, available at https://www.gov.uk/data-protection. If these terms and our privacy policy differ, our privacy policy will apply.

8.2 What we collect

To manage your booking and stay, we collect:
- The lead booker's name, home address, email address and telephone number
- The names of members of your party, where needed
- Your booking details and dates of stay
- Payment information. Card payments are processed by our payment provider. We do not keep full card numbers, but we may hold limited card details, such as the card type and the first and last four digits.
- Any special requirements you tell us about (see Section 3.1). We only use these to make arrangements for your stay.

If you book through a third party, such as Airbnb, Booking.com, Vrbo or cottages.com, we receive the information that platform shares with us. That platform's own privacy policy also applies.

8.3 How we use your information

We use your information to:
- Confirm and manage your booking

– Take payments
– Send arrival and access details
– Contact you about your stay
– Deal with incidents, damage or complaints
– Meet our legal and accounting obligations
We will only send you marketing if you have agreed to receive it, and you can unsubscribe at any time.

8.4 Who we share it with

We use trusted third-party providers to run our booking system, take payments and send emails and messages. These include our booking platform provider, SuperControl Limited. They act on our behalf and may only use your information to provide services to us. We may also share information where the law requires it, for example with the police, or as set out in Section 5.9.2. We do not sell your personal information.

8.5 How long we keep it

We keep booking information for 6 years after your stay. This allows us to meet our legal, tax and accounting obligations and deal with any claims. After that, we securely delete or anonymise it.

8.6 How we will contact you

To help protect you from fraud:
– **We will never contact you by WhatsApp.**
– **We will never ask you to verify your booking, enter card details or make a payment through a link** sent to you unexpectedly by text, WhatsApp, social media or email.
– Payments are only requested through your booking confirmation, your guest account or the booking platform you used.
– Access details for your property are only sent as described in Section 4.0.
If you receive a message about your booking that you're unsure about, please don't click any links or reply. Instead, contact us at leisure@dysonfarming.com or using contact details you already have for us. If you think you've entered card details or made a payment in response to a suspicious message, please contact your bank straight away.

8.7 Your party

As the lead booker, you agree to share this section and our privacy policy with members of your party whose information you give us.

8.8 Your rights

You have the right to:
– Access the personal information we hold about you
– Ask us to correct it or, in some cases, delete it
– Object to or restrict some uses of it
To make a request, or if you have any questions about how we use your information, please contact our Data Protection Officer at dpo@dysonfarming.com. If you're unhappy with how we've handled your information, you can complain to the Information Commissioner's Office at ico.org.uk.

9.0 Important information

Your contract is with Dyson Farming Limited (company registration number 06970038) whose registered office is at The Estate Office, Cyclone Way, Nocton, Lincoln, LN4 2GR.

Further information about how we use your personal information is set out in Section 8.0 and our privacy policy.

Whilst we do our best to ensure that our website is accurate, all images on our website and in other promotional material, are for illustrative purposes only.

This agreement and any dispute between us will be governed by and construed in accordance with the laws of England and Wales. You agree to submit to the exclusive jurisdiction of the Courts of England and Wales over any matter arising out of our agreement or your visit. You may choose to submit to the law and jurisdiction of Scotland or Northern Ireland if you are resident there. We must both act reasonably in selecting or agreeing any jurisdiction including any forum for dispute resolution.

Your stay will not give rise to any tenancy agreement between us.

Should any part of our agreement be deemed by law to be void, the remainder of this agreement will, if capable, continue in full force and effect. The headings in this agreement are included for convenience only and shall not affect its interpretation or construction.

10.0 Can we help?

Any assistance you require, or concerns should be brought to our attention immediately to our Reservations Team. We aim to give prompt assistance to you if you are in difficulty and aim to respond promptly to any concerns you raise so that you can continue to enjoy your break.

Please note that we are not responsible for any matter of which you were aware and which you did not bring to our attention during your break.

Any reported matter which has not been resolved during your break should be advised in writing to the Reservations Team, leisure@dysonfarming.com or The Estate Office, Cyclone Way, Nocton, Lincoln, LN4 2GR within 28 days of the end of your break. In such cases, we will only correspond with the person named on the booking.

We will not enter into further correspondence on any matter resolved during your break and accepted as such by you.