

## **Sadeh Farm Holidays**

### **Terms & Conditions**

#### 1. How to Book

To make a booking you can contact us in several ways: directly over the telephone or via the 'Contact Us' section on our website or by email or by writing. The person making the booking must be 18 years old or over and have the authority to make the booking and accept these booking conditions on behalf of themselves and everyone listed on the booking form

You must fill out details of everyone in your party on the Booking Form

#### 2. Deposit and Payments

a) to make a booking, you must submit a signed booking form and pay an initial 50% deposit (the Initial Deposit) for your booking. We cannot accept bookings without payment of the Initial Deposit.

b) the balance of the total booking fee including VAT, is due not less than 30 days before your arrival date. If we do not receive the full balance of any payment due on the date provided above your booking will be cancelled and you will lose the Initial Deposit already paid.

c) all payments are to be made either by credit card or by electronic transfer to the account details of which are set out on the Booking Form. Payment by cheque will not be accepted. We will issue you with an invoice (a receipted invoice in the case of the Initial Deposit) for all payments that are due in respect of your booking but the time for payment is as above and not dependent on the issue of an invoice.

d) all High Season packages are for 7 nights. It may be possible to book for less than 7 nights in high season at our discretion. The price we charge for stays of less than 7 nights in high season will be dependent on whether we can rebook the additional days and may not be less than the 7 night package.

#### 3. Cancellation

- a) if you cancel at any time more than 30 days prior to your arrival date 100% of the total amount already paid will be refunded.
- b) if you cancel at any time more than 14 days prior to your arrival date, 50% of the total amount already paid will be refunded.
- c) If you cancel at any time less than 14 days before your arrival date, you will not receive a refund of the Initial Deposit or any other amount already paid

However, if we have to close, or you are unable to travel or stay with us due to Government regulations as a result of the Covid 19 pandemic, 100% of any amounts already paid will be refunded to you.

#### 4. Time of Arrival and Departure

The Sadeh Farm Hotel and the premises shall be available from 14:00 on the day of arrival and shall be vacated by 10.00am on the day of departure. Early and late check out maybe available, in our discretion, if agreed in advance with us. In addition, check out on Saturday or Jewish festivals shall be two hours after

the end of Shabbat or the relevant festival. If on the date of your departure you are more than two hours late in vacating the premises without our express prior agreement in writing you will be liable for an additional day's stay at the agreed rate.

This is to ensure that the premises can be cleaned and otherwise made ready for the next booking.

## 5. Kashrut and Holidays

The Kitchen at the Premises is strictly kosher . Self-catering is not allowed and it is forbidden to bring any food onto the Premises that is not certified by the London Beth Din, Kedassia or other recognised orthodox kashrut authority

All food provided will be strictly kosher vegetarian, vegan, pescatarian.

Shabbat and Jewish holidays are observed at Sadeh. We will endeavour to ensure that it is easy for you to observe the rules of Shabbat and the Jewish Holidays if you wish to do so.

If you are not observing Shabbat and Jewish Holidays please be respectful of those guests who are and refrain from using phones/electronic items in the communal areas

## 6. Facilities

- a) Guests have use of the tennis court, obstacle course and zip wire.
- b) There is a swimming pool which is for Guests use subject to availability. Guests must ensure that there is appropriate adult supervision at all times when using the pool. The swimming pool is available at certain times every day and details will be provided on arrival. A maximum number of 14 people can use the pool at each one time. If there are more than 14 guests on site, time slots will be arranged with each group of guests.
- c) It is the obligation of the Guests to ensure that appropriate clothing and equipment are used in the Facilities and while partaking in farm activities. An activity programme will be sent to you in advance of your stay to help you plan what you need to bring.
- d) Laundry facilities are available by arrangement for a small additional charge.

## 7. Activities

A list of complementary activities will be provided to you a week prior to your arrival.

In addition, various other activities such as Spa treatments, whiskey tasting maybe available at a charge. We will tell you about these activities at the time of booking and you can reserve places before you arrive

All activities are undertaken at your own risk and Sadeh has no liability for any injury caused by undertaking activities or children not being adequately supervised

## 8. Termination

The Guest(s) acknowledges that they may be asked to leave immediately if there is unreasonable behaviour by Guests, including making excessive noise at unsociable times and otherwise if there is serious abuse of the Premises or the facilities which, in our absolute and unfettered opinion cannot be prevented or remedied in any other way. Our decision will be final in this respect.

We shall have access to the Premises and facilities at all reasonable times through our employees and officers, and Guests will cooperate fully with us in relation to matters of security, or loss and damage and all action to be taken by us following any breach of security or in the event of an emergency situation.

## 9. Health and Safety

The Guest(s) will comply with all Health & Safety regulations and any rules and guidance displayed at or in relation to the Premises and facilities. Fire drill instructions and assembly points will be communicated by us at the Premises on the day of arrival.

All facilities are used at the Guests' own risk. Sadeh Farm is a working farm and as such there is farm equipment on site, uneven land and small animals such as chickens and dogs. You must be responsible for supervising your own children and Sadeh is not responsible for an injuries caused to Guests using the facilities. In addition, the Guest(s) hereby acknowledges and agrees that the obstacle course and zip wire located at the Premises ( the Obstacle Course) has inherent risks. The nature and extent of the risk associated with the Obstacle Course, including but not limited to the following, have been explained to the Guest(s).

In consideration of the use of the Obstacle Course and the Zip wire, , the Guest(s) agrees and will ensure that any children of The Guest(s) use the Obstacle Course and the Zip Wire in accordance with its established safety policies and procedures and agree to HOLD HARMLESS Skeet Hill house / Sadeh, its offices, agents, owners and employees from any and all cause of action, whatsoever arising out of or in any way of relating to the use of the Obstacle Course and/or the Zip wire . Sadeh accepts no liability whatsoever for any manner of injury to the Guest(s) or any one of them or any children of Guests resulting from using the Obstacle Course or the Zip Wire.

Any obstacles marked with "red and white" hazard tape are marked off as "not safe to be used".

You will ensure that any children in your party are adequately supervised . Sadeh cannot accept responsibility for poor supervision and any injury relating to the inadequate supervision.

Please read our Health and Safety Statement and our Privacy Policy both of which are on our website and form part of these Ts and Cs.

We look forward you your stay and please don't hesitate to ask any questions you may have