



STRATFORD HOLIDAY LET

STRATFORD - UPON - AVON

Access Statement

Stratford Holiday Lets
Church Lane
Shottery
Stratford Upon Avon
CV37 9HQ
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Introduction:

The barns are situated in the Parish of Shottery and are about 300 yards from Anne Hathaway's Cottage. These were stables of a working farm which were converted in 2003 and turned into Church Farm Barns. On the land which surrounded the stables further Unicorn Barns and Arden House were constructed. All 3 properties have been awarded the Five Star self-catering from Visit England. These are all detached properties. Church Farm Barns sleeps 10-12, Unicorn Barns sleeps 12, Arden House sleeps 6.

Outside:

The Barns are situated in idyllic surroundings in the beautiful village of Shottery within Stratford Upon Avon. The Barns have private gardens, which are very spacious with high quality wood furniture and BBQs. There is an impressive collection of plant pots and a tranquil setting to enjoy your holiday.

We look forward to welcome you at the Stratford Holiday Lets.

Pre-Arrival:

Church Farm Barns is within easy reach of the Stratford Upon Avon train station which is about 1 mile from the Barns. It would take you 15 minutes to walk and 5 minutes in a taxi. The recommended taxi service to use is 24x7 Taxi's (01789 444 444) who have all type of cars which are wheelchair accessible as well as 7 seaters and Luxury cars. If you let us know your arrival dates we can arrange for a taxi pick up from any airport, train station or any other form of arrival. The Barns are about 100 yards from the bus stop which has regular bus into town. The street near the Barns are level and some are paved with high quality tarmac or brick paving. We have local stores Waitrose, Morrison's and Tesco who deliver at the Barns. The postcode to give for delivery is CV37 9HQ.

Key Collection, Welcome and Car Parking:

Two weeks prior to the date of arrival, we send arrival instructions. On arrival the visitors are met by the house keeper who hands over the property. Gives the keys to the property and explains the heating system and gives a familiarization tour of the property. There is car parking space for 5-6 cars for each Church Farm Barn and Unicorn Barns, and 2 cars for Arden House. The car parking is a lit area and is levelled with block paving and natural stone.

CHURCH FARM BARN

(Sleeps 10-12 People)

The barn has 2 downstairs double bedrooms, 1 with en-suite. It is suitable for people who have assistance from other people to do tasks. The other bedrooms are upstairs and not accessible. The property is on different levels as this was a conversion from stables. The main door is 138 cm wide. Church Farm Barns has 1 downstairs king size bedroom with an en-suite shower room. All the doors are handcrafted and 82cm wide. The door handles and the light switches are all at an accessible height. There is another downstairs bedroom which is a double. A big family bathroom, which has ample room for a wheelchair to maneuver. The toilet height is 43 cm and there are hand rails fitted to the bath. There is also a shower stool available.

Lounge - All sofas are high backed and M&S. There is a color TV, DVD and CD player which are all remote controlled.

Dining - There is a large dining table with seats (12) and there is an unobstructed room for any person in wheelchair.

Kitchen - Made from solid oak and is extremely well equipped with an electric oven, microwave, hob, large fridge & freezer, dishwasher and washing machine. The height of the work surface is 36 cm.

Bedroom - There is ample room in the downstairs room to move a wheelchair. The bed height is 59.5 cm. The mattress is a pocket sprung mattress and the linen is either John Lewis or M&S. There is a TV in each of the downstairs bedroom with a remote control.

UNICORN BARNS

(Sleeps 12)

Unicorn Barns is designed for the traveler who is in a wheelchair, Unicorn Barns has two bedrooms i.e. one double bedroom and one twin bedroom on one level and from the parking you just flow into the barn to the room the en-suite to the lounge to the dining and the kitchen. All are on the same level, easily accessible. There are no ramps or steps to the property the doorway is level and is 125 cm wide. The door handles and light switches are easily accessible and are at 114 cm. Windows are opened by one hand operation at easy accessible height. Four bedrooms are on first floor.

Lounge - Beautiful hand crafted furniture, sofas from John Lewis, hand crafted chaise-lounge and beautiful settee, all are high backed and comfortable. There is a color TV, DVD player and are remote controlled.

Dining - There is a large bespoke dining table with seats (12-14). The table unobstructed room for 8 people in a wheelchair to enjoy a hearty meal.

Kitchen - Made from hand crafted solid oak and is equipped with John Lewis crockery, cutlery etc., there is an oven, washing machine, dishwasher, American fridge freezer, microwave, hob etc. The kitchen is very wide for 2 wheelchairs to move around. The height of the work surface is 36 cm.

Bedroom - There are two downstairs bedrooms, 1 king size-double and 1 twin. There is a TV in each room with remote control. There is ample room to manoeuvre a wheel chair.

Bathroom - Each downstairs bedroom has a private en-suite shower room. The twin room has a shower as well as a bath. Both showers are walk in showers. There are grab rails for assistance.

ARDEN HOUSE

(Sleeps 6)

This new build in January 2014 has one downstairs double bedroom and a wet room which is suitable for anyone who is in a wheelchair some or all of the time but do have the assistance from other people to do tasks like cooking. There are two accesses to the property, one is from the steps of the courtyard of Unicorn Barns and the other doorway is from the main road, the second doorway has no steps and the wheelchair can easily be wheeled in the property. The doorway is level and is 59 cm wide. All the doors are solid oak and -cm wide. The door handles and large light switches are at an accessible height.

Lounge - All 3 sofas are high backed and offer good lumbar support, there is a color TV and a DVD player - all remote controlled.

Kitchen-Diner - Made from hand crafted solid oak and is equipped with John Lewis crockery, cutlery etc., there is an oven, washing machine, dishwasher, American fridge freezer, microwave, hob etc. The kitchen is very wide for 2 wheelchairs to move around. The height of the work surface is 36 cm. The dining table is solid oak and in the kitchen. There is ample room for a wheelchair to manoeuvre. There is a level floor from the kitchen to the lounge to the bedroom to the courtyard.

Bedroom - Double king-size bedroom. The bed is heavy country Sheesham wood with pocket sprung mattress. There is a TV with a remote control. _

Bathroom - It is a wet room and wheel-in shower.

Items Provided Free:

Shower stool.

Bath seat (scat that fits in the bath).

Perching stool.

Assistance rails.

Hiring Equipment:

We recommend shop mobility for hiring any equipment like electric wheelchairs etc., they are near to us and provide a good service the contact number is 01789 414534 and the email is shop.mobility@stratford-dc.gov.uk.

Terms and Conditions for Unicorn Barns, Church Farm Barns and Arden House

PLEASE READ THIS CAREFULLY, WHEN YOU MAKE A HOLIDAY RESERVATION REQUEST WITH US (WHETHER BY EMAIL, TELEPHONE OR POST), THESE CONDITIONS ARE DEEMED TO HAVE BEEN ACCEPTED BY YOU.

HOLIDAY CONFIRMATION AND PAYMENT

1. (a) A binding contract shall exist between the Holidaymaker and the Property Owner subject to these booking conditions

(b) A holiday confirmation will be issued to the Holidaymaker upon receipt by the OWNER of a deposit in respect of 50% of the total rental charge plus the relevant booking fee of £29.99 per property, per week or per short break. The balance of such rental shall be paid to the PROPERTY OWNER 13 weeks prior to the commencement of the holiday and 15 weeks for non UK holidaymakers. Short breaks of less than 7 nights are payable in full. The balance shall be collected automatically if we hold card details of the guest but if the monies was paid by some other method, then the guest must remit the balance so that we receive the payment by the due date. Should we not receive the balance by the due date (or should the card transaction is declined or not authorized) then we will attempt to contact the guest using the contact details with which we have been supplied, but it nonetheless remains the guest's responsibility to ensure the balance is paid on time. If the balance is still not received, the owner reserves the right to cancel the holiday booking and the deposit paid by the Holidaymaker will be forfeited and the Holidaymaker shall have no claim against the OWNER for compensation or reimbursement whatsoever.

(c) Booking received by the OWNER in respect of holidays due to commence within thirteen weeks thereafter must be accompanied by payment of the rental charge for the holiday period in full plus a booking fee of £29.99 per property, per week or per short break.

(d) (i) The prices stated on the website are cash prices. Any charges raised against the OWNER by its bank for handling dishonored cheques, bank transfers, credit card companies or any payments, must be reimbursed by the Holidaymaker to the OWNER within 7 days of the OWNER'S request to do so.
(ii) Holidaymakers from overseas must make payments in pounds sterling.
(e) The OWNER reserves the right to refuse any booking.
(f) The OWNER reserves the right to correct any error in both advertised and confirmed prices.

Please note all prices are in GBP and non UK Holidaymakers are required to pay the conversion currency to GBP.

DEPOSIT

2. There is a £250 "Good House Keeping" deposit on Church Farm Barns and Unicorn barns only, this is payable 13 weeks before the holiday is to start both for short breaks and full weeks. The deposit shall be paid back to 8 weeks after the holiday is finished after checking the items on the inventory for breakages/loss. "Good House Keeping" will include acceptable minimum cleanliness of the properties when the guest leave. The refundable housekeeping deposit for Arden House is £150.
There is a handing taking over certificate done on arrival and departure of the guests.
For non UK Holidaymakers all monies are paid in full 15 weeks before the holiday is to commerce including the deposit. There is a fees charged by the bankers for this facility.

CHANGES BY THE HOLIDAYMAKER

3. A binding contract shall exist between the Holidaymaker and the Property Owner subject to these booking conditions.

CANCELLATION BY THE HOLIDAYMAKER

4. (a) The Holidaymaker should notify the OWNER immediately and in writing of any intention to cancel the holiday booking. The cancellation only takes effect when the OWNER has received written confirmation from the Holidaymaker.
- (b) If the OWNER is unable to re-let the holiday accommodation for the period of the cancelled holiday, all monies paid by the Holiday maker to the OWNER (including booking fees and any fees for extras) shall be forfeited to the Holidaymaker.
- (c) If the holiday accommodation is re-let, monies received by the OWNER for the re-let holiday, less the deposit, booking fee and any extras already paid by the Holidaymaker, may be refunded to the Holidaymaker within 2 weeks after the re-let holiday has taken place.
- (d) No refunds will be given on cancelled Short Break Holidays whether or not the holiday accommodation is re-let.
- (e) Holiday cancellation insurance is not provided by the OWNER and is not included in the price of the holiday. All Holidaymakers are recommended to take independent advice on appropriate holiday insurance.

CANCELLATION OR CHANGES BY THE OWNER

5. (a) In the event of the OWNER being unable to arrange the holiday accommodation requested by the Holidaymaker, or if the Property booked by the Holidaymaker becomes unavailable for whatever reason, the OWNER will endeavor to arrange alternative accommodation for the guest the costs of which may vary and to be paid by the guests.
- (b) The OWNER is not liable for the additional cost of any alternative accommodation which must be paid by the Holidaymaker.
- (c) If the offer of alternative accommodation is not accepted by the Holidaymaker within 28 days, a refund of all monies paid will be given by the OWNER.
- (d) The holiday will be cancelled if the balance of the monies along with the good housekeeping deposit is not paid before 13 weeks of the holiday start date. For short breaks no refunds are made and for full week bookings monies may be paid if the property is re-let.
- (e) For package tours no refunds are made.

RESPONSIBILITIES OF THE HOLIDAYMAKER

6. During the period of the holiday, the Holidaymaker undertakes the following:
 - (a) That the number of people occupying the Property will not exceed the number stated on the booking form. (Extra beds/camp bed are charged). If it does the Property Owner/Caretaker can refuse to allow the Holidaymaker to take possession of the property or make the Holidaymaker leave the accommodation before the end of the holiday. If that happens the holiday is treated as being cancelled by the Holidaymaker and the Holidaymaker shall have no claim against Stratford Holiday lets for compensation or reimbursement whatsoever. Holiday maker will be asked to leave the accommodation before the end of the holiday and the Holidaymaker is liable for financial penalty as deemed fit by the owner.
 - (b) That the property will be used solely for the purpose of a holiday by the Holidaymaker and his party. No guests are allowed.
 - (c) To show due consideration for the other parties. If the Holidaymaker abuses the property or displays dangerous, offensive or rude behavior to the Property Owner/Caretaker or any 3rd parties (e.g. neighbours), the Property Owner/Caretaker has the right to ask the Holidaymaker to leave the accommodation before the end of the holiday. If this happens Stratford holiday lets shall treat the holiday as being cancelled by the Holidaymaker and the Holidaymaker shall have no claim against Stratford Holiday Lets for compensation or reimbursement whatsoever.
 - (d) To allow the Property Owner or his representatives access to the property at any reasonable time during the period of the holiday;
 - (e) To keep the property and all furniture, utensils, equipment, fixtures and fittings in the property in the same state of repair and condition as at the commencement of the holiday and to ensure that at the end of the holiday the property is left in the same state of order and cleanliness in which it was found. The Property Owner reserves the right to levy an additional charge for any extra cleaning required after the Holidaymaker's occupancy any for any consequential loss. The Holidaymaker will not change the layout of the furniture or

move the furniture around in the house and is liable for any damages done to the furniture during this change including scratches/bruises on the furniture to include cosmetic damage.

(f) To report as soon as possible to the Property Owner any breakages or damage caused by the Holidaymaker during the holiday and to reimburse the Property Owner with the cost of replacement. The Property Owner reserves the right to make a claim against the Holidaymaker for repair or loss as a result of damage caused;

(g) To notify all other members of the Holidaymaker's party of these conditions;

(h) To arrive after 4 pm on the arrival day and to vacate the property by 10.30 am on the day of departure unless prior arrangement has been agreed with the Property Owner.

(i) The Holidaymaker's vehicles and their contents and the Holidaymakers' personal belongings are left at the property during (and after) the period of the holiday entirely at the risk of the Holidaymaker.

(j) The Holidaymaker must not (without the express permission of the Property Owner) allow any person other than guests booked and staying in the property for their holiday to use the facilities and amenities of the property.

(k) All payments on credit cards attract a charge of 2.50% as banker's handling fees. Amex is charged at 2.95%.

(l) The Holidaymaker will not have any other people other than the mentioned during the booking staying in the property during the stay. If the parties of the people change before the holiday is to start it will be intimated to the management at the earliest.

The Holidaymaker will not charge groups of people staying in the property from the start to the end of the stay though the number could be the same. It will be the same names of people who started the holiday to the end of the holiday that are allowed to stay in the property. It is not acceptable for the Holidaymaker to have a group that started the holiday leave after a day or two and a new group comes though one or two people remain from the original group. There will not be a turnover of people during a group's stay.

The management may cancel the holiday and/or put financial penalty equal to number of people that have stayed extra pro rata.

There will not be people staying in caravans or cars which are over and above the stated number and names of people staying at the property. This situation shall be financially penalised/holiday cancelled at the discretion of the management.

Dogs/any pets are not allowed even in caravans/cars. Pets are not allowed in the premises of the property which includes gardens and any other area of the property.

Caravans, vans or buses are normally not allowed but a prior permission may be taken in writing or email which will incur extra charges.

(m) All items left by the Holidaymakers at the property will attract a P&P fees of £9.99 for sending by normal post if the package is less than 1 kg and between 1-5 kg will be £14.99. After 14 days of not claiming the item it shall be given to the local charity.

(n) Cars/vehicles left behind shall be charged at £12.99 per day. If not claimed after 3 days' vehicle shall be notified the police.

(o) Christmas and New Year charged at quoted price plus £400 for Unicorn Barns and Church Farm Barns.

NON UK HOLIDAYMAKERS

7. We shall hold the booking for 15 weeks before the holiday is to start. A refund shall be given minus an administrative charge of £14.99 per booking in case failure to get Visa.

PETS

8. (a) Pets are NOT allowed at any of the properties. If a Holidaymaker takes a pet to a property, the Property Owner/Caretaker can refuse to allow the Holidaymaker to take possession of the property or make the Holidaymaker leave the accommodation before the end of the holiday. If this happens, the owner shall treat the holiday as being cancelled.

(b) The holiday maker is liable for all damages caused by his/her(s) pets. Which includes guide dogs for the blind.

LIABILITY

9. (a) The OWNER shall accept no liability to the Holidaymaker for any loss or damage or injury however caused to the Holidaymaker or to the Holidaymaker's personal property (or to the persons in the Holidaymaker's party or their personal property) during their stay at the property except to the extent such loss, damage or injury is caused by the negligence or willful default of the OWNER.
(b) The OWNER gives no warranty and is not responsible for the accuracy or otherwise of any information or representations given verbally by its servants or agents.

COMMUNICATION AND INFORMATION

10. (a) For the purpose of the Data Protection Acts, all personal and other information and details collected by the OWNER in the course of its business, belongs to the OWNER and will be disclosed.
(b) Right of admission is reserved by the owners and/or their representatives.

COMPLAINTS

11. In the unlikely event the Holidaymaker may have caused for dissatisfaction, this must be made known in writing to the Property Owner (or Caretaker of the property) as soon as possible.

FORCE MAJEURE

12. No liability can be accepted and no compensation will be paid by the Property Owner, where the Holidaymaker or his personal suffer any loss, damage, injury, disappointment, inconvenience or otherwise, or where the performance or prompt performance of any obligations by the PROPERTY Owner are prevented or affected by "force majeure". In this contract "force majeure" means any event which the property owner could not have foreseen or avoided including war, threat of war, riot, civil strife, industrial action, terrorist activity, natural or nuclear disaster, fire; adverse weather conditions, closure of international borders, decrease none availability of transport services interruption to services/utilities and all similar events outside the control of the Property Owner.

CONTRACT

13. All contractual obligations arising out of these conditions shall be subject to English law and the exclusive jurisdiction of the English courts.

INVENTORY

14. The first guest arriving at the property will be shown around the property as to the workable conditions of all appliances and contents of the property to include items on the inventory list. The physical checking of house hold contents to include furniture, linen, crockery, cutlery etc., with the inventory list complied on arrival.

PARTIES AT CHURCH FARM BARN/UNICORN BARN

15. If you wish to hold a party at either of the barns, the guests should be residents at the barns.

HOT TUB AND WIFI CHARGES

16. WIFI CHARGES: Unicorn Barns, Arden House and Church Farm Barns is £35.99 per week, weekends £29.99. HOT TUB CHARGES are applicable as per the duration of stay.