

Dale House Farm

Guest Terms & Conditions

Dale House Farm, Matlock Road, Walton, Chesterfield, S42 7LH

Accommodation providers: Andrew Hoggard and Kirsty Hoggard

Direct bookings and Airbnb bookings | Issued 12 October 2026

Key booking details: check-in from 4:00 pm; check-out by 10:00 am; maximum 12 guests; one dog maximum; dog fee £60 per stay; direct-booking refundable security deposit £500.

1. Arrival and Departure

Check-in is from 4:00 pm on the arrival date. Check-out is by 10:00 am on the departure date. Early arrival or late departure is available only where agreed in advance.

Guests must leave the accommodation reasonably tidy, secure doors and windows and follow the departure arrangements in Section 8.

2. Bookings, Payments and Cancellations

For direct bookings, a deposit of 25% of the accommodation price is payable when the booking is made. The remaining 75% is due 42 days (six weeks) before arrival. Where a booking is made fewer than 42 days before arrival, the full accommodation price is due at booking.

Direct-booking cancellations: where cancellation is made 42 days or more before arrival, the proposed maximum cancellation charge is 25% of the booking price (ordinarily a 75% refund); 21–41 days before arrival, the proposed maximum charge is 50% (ordinarily a 50% refund); fewer than 21 days before arrival, the proposed maximum charge is up to 100%.

These percentages are not automatic penalties. Any amount retained will be limited to a reasonable assessment of the owners' actual net loss, taking account of costs saved and sums recovered through replacement bookings. Any amount above a justified charge will be refunded. Statutory rights are unaffected.

For bookings made through Airbnb, payment, cancellation and refund arrangements are governed by the applicable Airbnb booking terms and policies, subject to applicable law.

3. Security Deposits and Damage Protection

For direct bookings, a refundable security deposit of £500 is payable with the final accommodation balance, 42 days before arrival. For bookings made within 42 days of arrival, it is payable when the booking is confirmed.

The owners aim to refund the security deposit within 14 days after departure, less any reasonable, evidenced deductions for damage or exceptional cleaning attributable to the booking party. Ordinary wear and tear is not chargeable. Proposed deductions will be explained, with supporting details; any undisputed balance will be returned within the same 14-day period.

If a justified claim cannot be finalised within 14 days, the owners will explain the reason and return any undisputed amount within that period. Liability for proven losses is not automatically limited to the deposit amount.

For Airbnb reservations, damage claims and any security-deposit arrangements will follow applicable Airbnb policies; no additional deposit will be requested unless permitted by those policies.

4. Hot Tub Rules

The property has its own private hot tub for the use of registered guests. There is no fixed hot tub closing time, but quiet hours and consideration for neighbours apply at all times.

Children under 16 must be supervised by a responsible adult. All guests should follow displayed safety guidance and avoid unsafe use. No glass is permitted in or around the hot tub. Guests should shower before entering and must not introduce soaps, oils, food or other contaminants.

Guests must replace the cover securely after use, must not drain the tub or alter its treatment, heating or filtration systems, and should report faults promptly. Hot tub use while impaired by alcohol or drugs is unsafe and should be avoided.

The owners are responsible for appropriate maintenance and water treatment. Guests may be charged reasonable evidenced costs for damage or exceptional cleaning caused by misuse.

5. Noise, Parties and Privacy

Quiet hours are 10:00 pm to 8:00 am. During these hours, guests must keep noise to a level that does not disturb neighbouring guests or residents, including when using the hot tub or outdoor areas.

Parties and organised events are not permitted. Ordinary family or friends' celebrations within the registered booking party are welcome, provided the property rules, occupancy limits and quiet hours are observed.

Outdoor music is permitted at a reasonable volume outside quiet hours and must be switched off during quiet hours. Only registered guests may use the accommodation and its facilities; visitors and additional overnight guests require prior written authorisation.

Guests must respect the other accommodation's private areas. Serious or repeated breaches may lead to proportionate action, including termination where legally justified; refunds and other rights remain subject to applicable law.

6. Dogs, Pets and Shared Grounds

Up to one dog is permitted per booking, subject to advance confirmation. The dog fee is £60 per stay and will be disclosed before booking confirmation. Assistance animals will be accommodated in accordance with applicable equality law and platform policies; pet fees and restrictions will not be applied unlawfully.

Dogs must be kept on leads at all times outdoors, including private gardens, the orchard where accessible, parking areas and the shared rear field. Dogs are not permitted on sofas, beds or upholstered furniture and must not be left unattended inside the accommodation.

Guests must clean up dog waste immediately, dispose of it responsibly, keep dogs reasonably clean before entering and prevent excessive barking or disturbance. Guests are responsible for reasonable, evidenced damage or exceptional cleaning caused by their dogs.

The approximately four-acre rear field is shared between both properties. Guests and dogs must remain within permitted areas and must not enter the other property's private outdoor spaces or designated parking area.

7. Smoking, Fire Pits, Barbecues and Outdoor Safety

Smoking and vaping are prohibited indoors. Smoking or vaping outdoors is permitted responsibly and without nuisance to others. Smoking materials must be fully extinguished and disposed of safely; cigarette ends must not be left on the grounds.

Guests may use the fire pit provided for their property, following supplied instructions. Fires must never be left unattended; children and dogs must be kept at a safe distance; only suitable authorised fuel may be used. Fires must be fully extinguished after use. Do not use a fire pit in unsafe weather or when restrictions apply, move it, or light fires elsewhere.

Only barbecues supplied by the owners may be used, in their designated locations and in accordance with safety instructions. Do not use barbecues indoors or in enclosed or inadequately ventilated areas.

Fireworks, sparklers, Chinese lanterns and similar devices are prohibited throughout the property and grounds. Guests must report fire-related incidents or damage promptly.

8. Property Care, Cleaning and Departure

Guests must take reasonable care of the accommodation, its contents and facilities and report damage or defects as soon as reasonably possible. Professional cleaning is provided; guests are not required to carry out a professional clean.

By the 10:00 am check-out time, guests should place household rubbish and recycling in the designated outdoor bins; wash used dishes or load them into the dishwasher; leave bed linen on the beds; and securely replace the hot tub cover.

Guests should leave the kitchen reasonably tidy, ensure fires and barbecues are extinguished, close and secure doors and windows, switch off unnecessary lights and appliances, and leave equipment in its designated location.

Normal cleaning and fair wear and tear are included. Reasonable evidenced costs may be claimed for exceptional cleaning or damage resulting from misuse.

9. Damage, Maintenance and Guest Responsibilities

Guests must report accidental damage, breakages, equipment faults, leaks and safety concerns as soon as reasonably possible. Accidents should be reported promptly so that damage can be limited and repairs arranged.

Furniture must not be moved between rooms or outdoors without prior permission and must not be transferred between the two properties. Guests must not attempt electrical, plumbing, heating or other technical repairs, or interfere with essential equipment.

The owners or authorised contractors may require access for necessary maintenance or safety work. Reasonable advance notice will be given wherever practicable; urgent access may be needed without advance notice in an emergency. Guest privacy will be respected.

Lost keys or access devices must be reported promptly. Guests may be charged actual, reasonable replacement, locksmith or security costs where reasonably necessary because of their loss or misuse, but no arbitrary penalty.

Claims for damage will be reasonable and evidenced; ordinary wear and tear will not be charged. Direct-booking deposit deductions and Airbnb claims will be handled under Section 3.

10. Guest Safety, Children and Grounds

Children must be appropriately supervised by a responsible adult in the accommodation and grounds, especially near hot tubs, fire pits, parking areas, gates and uneven ground. Guests should follow all reasonable safety instructions.

The approximately four-acre rear field is shared between Dale House Farm and The Cow Shed. Guests from both properties may use it for walking, relaxing and responsible recreation, accessing it by the designated routes without crossing the other property's private areas. Dogs must remain on leads.

Dale House Farm guests have exclusive use of the left-hand orchard and the front pebbled parking area. The orchard may be enjoyed responsibly without damaging trees or planting. The property's private outdoor areas and hot tub are for Dale House Farm guests only. Guests must not enter The Cow Shed's private areas or rear tarmacked parking area.

Guests must use the parking area designated for their property, avoid obstructing entrances and emergency access, and operate the entrance gates in accordance with the supplied instructions. Do not interfere with gate mechanisms or safety devices.

Guests should take reasonable care on uneven or slippery ground, respect wildlife and boundaries and report hazards promptly. Nothing in these terms excludes or limits liability that cannot lawfully be excluded.

11. Owner Cancellations, Emergencies and Unexpected Problems

If the owners cannot provide the booked accommodation, they will inform the lead guest as soon as reasonably possible and offer an appropriate refund together with any other remedy required by law. This does not limit rights arising from an owner's breach of contract.

Urgent maintenance issues, safety concerns or significant problems must be reported as soon as reasonably possible by telephone or through the booking platform. For immediate danger to life, serious injury or fire, call emergency services on 999 first.

Interruptions to electricity, water, heating, internet or advertised facilities, including the hot tub, will be investigated and reasonable steps taken to resolve them. Any refund, price reduction or other remedy will be assessed according to the cause, duration and material impact of the issue and applicable law.

Severe weather and other exceptional events will be handled fairly in accordance with the booking agreement and applicable law. Guests should cooperate with reasonable repair arrangements and necessary access.

12. Contact, Privacy and Acceptance

The accommodation providers are Andrew Hoggard and Kirsty Hoggard. Address: Dale House Farm, Matlock Road, Walton, Chesterfield, S42 7LH. Email: hello@dalehousefarmstays.co.uk. Telephone: 07399 477118 / 07801 498119.

These Terms & Conditions must be supplied or made accessible before booking. By confirming a booking after the terms have been clearly brought to their attention, the lead guest accepts the applicable terms and should ensure the other members of the party are aware of relevant rules and safety information.

Guests must provide accurate booking details, including occupancy and dogs, and notify the owners of material changes. Booking and arrival communications may be sent by email, telephone or the relevant booking platform.

Personal information will be used as reasonably necessary to manage bookings, communicate with guests, provide accommodation, process payments and meet legal obligations, in accordance with applicable UK data protection law. Further information will be made available in a separate Privacy Notice where required. Privacy enquiries: hello@dalehousefarmstays.co.uk.

Updated terms will normally apply to future bookings; confirmed booking terms will not be changed retrospectively without a lawful basis or agreement where required. These terms are governed by the law of England and Wales, without removing mandatory consumer protections or applicable rights to bring proceedings.

For Airbnb reservations, the applicable Airbnb terms and policies also apply to platform-governed matters, subject to applicable law.