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## **FAQ - Frequently Asked Questions - Darling Buds Farm**

### **What is the best way to contact you?**

You can call us at 01233 226230 or emails us at [info@darlingbudsfarm.co.uk](mailto:info@darlingbudsfarm.co.uk)

### **What are the check in and check out times?**

Check-in is from 3pm on the day of arrival (earlier check-in may be arranged if availability) and check-out is 10am on the day of departure.

### **Can I bring a pet?**

Yes, you may bring a well-behaved dog(s) with you, and they can stay in some of the properties. (There is an additionally weekly fee of £50.) Call for details.

### **Is there a minimum amount of nights I can stay?**

We offer one night stays, subject to availability. Please get in contact to find out if your dates are available. We also offer short breaks consisting of three or more nights.

### **What is the maximum amount of people that can be accommodated on the Farm?**

As our largest accommodation, The Farmhouse can sleep up to ten people at a time. You can also hire the Reverend Candy Annex in addition to the Farmhouse to sleep up to 12. There is a total of 18 bedrooms on-site, sleeping a total of 36 people, if you wished to hire the entire Farm for a gathering.

### **Is the accommodation self catering?**

Yes, though we offer a full cooked breakfast for £6.50 per person, per night for those staying in our Reverend Candy Annex and Shepherd Hut accommodation.

### **What cooking facilities are provided at the accommodation?**

The Farmhouse, Oast House and Cart Lodge offer fully fitted kitchens, complete with a good sized fridge-freezer, microwave and electric hob, oven and an extractor fan. A kettle, toaster, cafetiere, all crockery, cutlery and glassware are also included.

The Reverend Candy Annex features a small kitchenette with a microwave, hot plate and a fridge. Crockery, cutlery and cookware are also provided, along with a sink, draining board, kettle and toaster.

Our cosy Shepherd Huts and Edith's Barn are provided with a fridge and tea and coffee making facilities. There is then a communal microwave, toaster, crockery and cutlery available in the Village Hall.

**Is there a Television at the accommodation?**

Our Farmhouse, Oast House, Cart Lodge, Edith's Barn and Reverend Candy Annex all have a Freeview television.

**Is there a DVD player at the accommodation?**

Our Farmhouse, Oast House, Cart Lodge and Reverend Candy Annex have DVD players attached to their Freeview televisions.

**Can I bring my own BBQ?**

Charcoal barbeques are available for guests to use across our accommodation. Disposable barbeques are available for our Shepherds Huts.

**What facilities do you have for babies and toddlers?**

Travel cots and high chairs are available upon request. Please bring your own cot bedding.

**What facilities do you have for people with disabilities?**

Due to the age of some of our properties, they are not easily wheelchair accessible. Although, the Cart Lodge and Reverend Candy Annex are all ground-floor level. Please call for more information.

**What shall I do if I am going to arrive later than planned?**

Please contact us directly on 01233 226 230 and alert us of an arrival time. We will then arrange with you where to pick up your key if your arrival time will be past 8pm.

**Do you provide hairdryers?**

Yes we do.

**Do you provide towels?**

Yes we do.

**Do I need to bring wellington boots?**

We can't guarantee the sunshine for your stay so we recommend bring some wellington boots so you can enjoy the beautiful countryside rain or shine.

**Do you provide an iron and ironing board?**

Yes the Farmhouse, Oast House, Cart Lodge and Reverend Candy Annex are all equipped with an iron and ironing board.

**What should I do if I want to cancel my booking?**

Please check the terms and conditions of your booking agent.

**Do you have internet access on the Farm?**

We offer free wifi access across the Farm.

**Who should I contact when I arrive, or during my stay if something's not right or goes wrong?**

Please contact our friendly staff at the reception point, located on the right-hand side of the Oast House, or please do call us on 01233 226 230.

**How much parking is there?**

All our accommodation comes with ample on-site parking.

**Are bicycles provided at the Farm or can I bring my own?**

Please bring your own bicycles.

**Do I need to tell you if there are any changes in who's coming from those originally mentioned in the booking?**

If there is a change of guests to the booking, please contact us directly beforehand to let us know.

**What's the nearest train station?**

The nearest train station is Pluckley Station, which is 1.6km away.

**How far is the Farm from the beach?**

The farm is a 38 minute drive to the beautiful Camber Sands.

**Can I smoke inside the accommodation?**

All our accommodation is non-smoking. You may smoke outside as long as you are considerate to other guests.

**Can I book online or do I need to book over the phone?**

You can book online by selecting the accommodation of your choice and choosing the dates on our calendars.

**Is there mobile phone signal at the Farm?**

Mobile reception is better in some parts of the farm than others, but the wifi signal is very good.