

Thank you for choosing to book Station Cottage we look forward to welcoming you. When you make this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

## **Terms and Conditions**

### The Parties

The parties to this Contract are:

- (a) "the Customer": the person who makes the booking, being eighteen years of age or over and who shall assume responsibility for all party members and visitors; and,
- (b) "the Owner"

### Commencement and Operation of Contract

This Contract only comes into operation when the Owner issues a written confirmation to the Customer following receipt and upon processing of the appropriate deposit.

A booking for a holiday will provisionally held for 72 hours, or for 24 hours if 21 days or less to commencement of holiday, and will only be confirmed when a deposit of 20% or full booking amount for bookings less than 42 days before the arrival date, has been received by the Owner. The Owner has the absolute right to refuse any bookings.

The balance of the booking cost must be received by the Owner no later than 42 days before the Customer's arrival date.

If the Customer books less than 42 days before the arrival date, payment of the total cost including the deposit shall be due immediately.

This agreement is made on the basis that the property ("Station Cottage") is to be occupied by the Customer for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the Customer acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.

Holiday cancellation insurance is NOT included in the rental

### Cancellation

- (a) By the Customer

Non payment of the balance of rent before the due date shall cancel the booking and the non refundable booking deposit of 20% shall be forfeited.

If you have to cancel a confirmed booking then the charge for the cancellation is on the following scale:

Cancellation received more than 42 days before commencement of the holiday - Full Deposit.

Cancellation received between 28 and 42 days prior to commencement of the holiday - 75% of total holiday cost.

Cancellation received less than 28 days prior to commencement of the holiday - 100% of total holiday cost.

In the event of a no show or booking reduction (after arrival date) the full cost of booking is charged.

The reservation may be cancelled at any time by the Customer by giving the Owner notice in writing. On receipt of the written cancellation the Owner will endeavour to re-book the accommodation for the holiday period and, if successful for the whole or part of the period, will refund the relevant proportion of the money paid. The Owner reserve the right to discount the cost of a cancelled holiday period for late availability bookings which may lead to no refund being payable.

(b) By the Owner

If, due to circumstances beyond the Owner's control:-

(i) If the Owner has to cancel the holiday for any reason, every effort will be made to find suitable, alternative accommodation. If this is not possible, an immediate refund will be made of all monies paid by the Customer to the Owner for the accommodation booked. No further financial claims against the Owner will be considered.

### Booking Amendments

Once a booking has been accepted by the Owners the booking can only be changed to another date by treating the original booking as a cancellation. The holiday dates may be changed as long as the property is available for the new dates and the Owner is agreeable to the change. There will be a change of booking charge of £20.

### Time and Commencement and Termination of Stay

The Customer must arrive not earlier than 6.00 pm or later than 8.00 pm on the start date of the holiday and leave not later than 10.00 am on the last day.

### Occupancy

The Customer must personally stay at the accommodation throughout the holiday and is solely responsible for the whole party.

The number of persons occupying the property must not exceed 4 people.

It is the Customer's responsibility to keep the Property secure.

No fireworks, Chinese or sky lanterns (or other lights or illuminations which have naked flames including candles) shall be let off from or in the property (including any garden or grounds).

The accommodation is designed for family use not for youth groups or student parties. The Owner is entitled to refuse to hand over and to repossess the accommodation if the Owner reasonably believes that any damage is likely to be caused by the Customer or the Customer's party.

Sleeping in vehicles, including caravans, parked in or around the property is not permitted.

#### Care of Property and Damages and Breakage

The Customer must notify the Owner immediately of any breakages or damages. The Customer undertakes to keep the accommodation and all furniture, fixtures and fittings and surrounds in the same state of repair and condition as at the start of the holiday and to leave the accommodation clean and tidy. The cost of any damage or breakages must be paid to the Property Owner or their representative. The Property Owner or their representative shall be allowed access to the accommodation at any reasonable time during the holiday.

#### Pets

Maximum two well behaved dogs allowed. To be kept under control by the Customer at all times. Dogs to be kept off the furniture. Any damage caused by pets to be reported to the Owner and cost of any repairs due to damage caused by pets to be paid to the Owner or their representative. A daily charge for pets of £3 per day will apply.

#### Smoking

Smoking is not allowed inside any part of the property.

#### Linen and Services

There are no additional charges for linen, towels, electricity, heating, and water services. The fire in the lounge includes a small basket of seasoned wood, fire lighter and matches, additional fire lighters and seasoned wood can be purchased locally.

#### Liability

The Owner accepts no liability for any accident, damage, loss, injury, expense or inconvenience, which may be suffered, incurred, arrived out of, or in any way connected with the rental.

The Owner cannot accept liability in the event that any complimentary facilities provided should become unavailable.

The information and description given in the brochure and on the website is for guidance only. While every effort has been made to ensure accuracy, the Owner shall not be liable for any mis-description or incorrect information.

#### Rights of Entry

The Owner shall be allowed the right of entry to the property at all reasonable times for the purposes of inspection or to carry out any necessary repairs or maintenance.

#### Complaints

Every care is taken to ensure that the properties are presented to Customers to a high standard. Should the Customer at any time believe there is a problem, or a cause for complaint, the Owner should be contacted immediately. This does not affect the Customer's statutory rights.

11.09.17