

**Booking:** The Guest who makes the booking is deemed to have agreed to these Terms and Conditions will be responsible for all persons included in the booking and should ensure that they are all aware of these Terms and Conditions. We reserve the right to decline any booking or refuse to hand over a key to any person who has not complied with these Terms and Conditions.

**Payment:** For bookings made more than 6 weeks before arrival, a deposit (part payment) of 25% of the total cost of the holiday is required. The booking is not considered definite until the deposit is paid. The balance is due 6 weeks before the holiday commences. For bookings made less than 6 weeks before arrival, the total amount is payable in full on booking.

The Guest agrees to pay the balance of the payment six (6) weeks before the holiday is due to start. Email reminders are sent, but delivery cannot be guaranteed. Where a Guest fails to pay their balance by the due date, the booking may be cancelled, and the deposit retained.

**Electric Vehicle Charging:** Please note that we do not have a charging point for electric cars and guests are not permitted to use the domestic electricity supply to charge cars. This is a safety issue and could invalidate our insurance. However, we do have charging points in the nearby area, and you can find a map of these at [www.zap-map.com/live](http://www.zap-map.com/live)

**Cleaning:** The Guest is responsible for leaving the accommodation in good order and in a clean condition, otherwise a cleaning charge will be levied. Please note that the convention for UK Holiday Cottages is that Guests are expected to leave the property in a similar state to which they find it (reasonable cleaning expected). Please abide by this convention so we can continue to provide good value for Guests.

**Number of People using Holiday Accommodation:** We only permit the Guest and members of the Guest's party (but no one else) to occupy the property for holiday purposes only. The Guest must declare the correct number of additional Guests during booking and, if this changes, must inform us before the rental commences of any change. No more than the maximum number of persons stated on the website may occupy a property.

**Arrival/Departure:** The properties (unless otherwise stated in the property details) are available from 5.00pm on the first day of the holiday and must be vacated by 9.00am on the last day.

**Cancellation or Changes by the Guest:** Once the holiday is booked the Guest has entered into a legally binding contract. If the Guest cancels, for whatever reason (including medical and weather related) then no refund of the deposit will be due, and within 6 weeks of the holiday no refund of the full balance is due. Cancellations can be actioned by contacting us directly via email.

It is **recommended and expected that the Guest will have or will take out a holiday insurance policy** (which includes cancellation insurance covering sickness and unavoidable reasons for cancellation) prior to their stay.

**Guest Responsibility:** The supervision of children, and any adults requiring care remains the responsibility of the Guest at all times. Guests should put all furniture etc back to where it was at the beginning of the rental period. Guests should not leave any items at the property, and if left, we have the right to charge for the removal, return or disposal of those items.

**Damage, Loss, Theft:** Guests agree to inform Owners of any damage or loss however caused, excluding reasonable wear and tear incurred during occupation. Guests should not remove any item from the property. We may ask for reasonable replacement costs. In the instance of damage, we reserve the right to be reimbursed via the payment method provided at booking.

**Nuisance:** Guests should not cause nuisance or annoyance to occupants of any nearby property. If, in our opinion, any person is not suitable to continue their occupation of the property because of unreasonable behaviour, damage or nuisance to other parties, the contract may be treated as discharged and we may repossess the property immediately. The Guests will remain liable for the whole cost of rental and no refund shall be due.

**Access:** Guests must allow us reasonable access to the property for maintenance given reasonable notice.

**Complaints: We want you to enjoy your holiday and hopefully stay again. In the unlikely event you have cause for dissatisfaction, then please talk to us immediately, and we will make every effort to rectify the problem.** We take complaints extremely seriously and will try to resolve them within reason. We appreciate feedback on the form we provide.

**Liability:** We cannot accept responsibility for any material loss, damage, additional expenses, or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, electrical services, exceptional weather, or other factors outside our control.

No responsibility is accepted for loss or damage of property, vehicles or vehicle contents belonging to the Guest or any member of the party during their occupancy.

The maximum liability accepted will be the total cost of the holiday as paid by the Guest. No other expenses such as travelling costs or alternative accommodation will be accepted.

**If we cancel:** We reserve the right to refuse any booking and to cancel any bookings made if the property is unavailable (e.g., through fire, flood, etc) for any reason whatsoever, subject to a full refund of all monies paid (but no further liability). We shall not be under any other liability if such cancellation occurs. In the unlikely event of a cancellation, we will make every possible effort to secure alternative accommodation if required.

**No smoking:** There is a strict **No Smoking Policy** within our properties.

**Force Majeure:** We cannot accept responsibility or liability to any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government or public authority, or any other event outside our control.

**Waiver:** The failure by us to enforce or exercise, at any time or for any period of time, any term of, or any right pursuant to this agreement does not constitute and shall not be construed as a waiver of such term or right.

**Miscellaneous:** The Guest agrees that the contract between us is made at our premises and that any proceedings between the parties shall be conducted in the County Court nearest to us.

**Covid-19 Update:** We do hope that all our customers are continuing to stay safe and well.

#### **Government Travel Restrictions**

If your holiday is prohibited due to travel restrictions imposed by the government, we will allow you to move your booking to another agreed date. If any refund is required in these circumstances, then payment would be less any commission which we are still obliged to pay to third party agencies.

#### **Covid-19 and Self Isolating**

If you or any member of your party cannot come on holiday due to having contracted Covid-19, or having to self-isolate, or if you must leave early for these reasons, then the full fee for your holiday will still be payable. No refunds will be paid in these circumstances. We strongly advise that you take out your own holiday insurance to cover this risk.

**Your Safety and well-being:** Your safety and well-being, as well as that of us and our cleaners and their families, is very important to us, now more than ever. In response to Coronavirus, we have carefully reviewed our housekeeping procedure and implemented a range of special measures. Further details will be emailed to you prior to your arrival.

**Guests becoming sick or displaying signs of Covid-19 whilst staying in one of our properties:** You must tell us immediately if you or any member of your party has symptoms of the Covid-19 virus whilst staying in our property. You will be expected to self-isolate and request a test. If it is confirmed to be Covid-19, guests must return home immediately if they reasonably can for both your own safety, our safety, and our local communities. If guests cannot reasonably return home (for example, because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with a healthcare professional and, if necessary, the local authority. Guests should follow Government Guidelines on dealing with possible or confirmed coronavirus (Covid-19) infection.

If you must isolate in one of our properties, we regret that we will have to charge for extended occupancy.

We do not accept any responsibility for any matters beyond our control or for any Covid-19 related matters that occur whilst you are staying in the property. Additional costs will be incurred if an extended stay is required due to illness.

If the Guest must stay in the property with symptoms of or confirmed Covid-19, they will be liable to pay all affected bookings as a result of their extended stay. (This covers other cancellations where guests leave any of our adjacent properties because of the presence of a Covid-19 sufferer on site).

This condition is consistent with up-to-date government guidance relating to stay in overnight accommodation.

Use of our website and services are bound in accordance with these Guest terms and conditions.