

GUEST TERMS & CONDITIONS

The Agreement: The rental agreement is between the Guest and the Owner. The contract is deemed to have been made once the Guest has paid a deposit and the Owner has dispatched a confirmation of booking. The guest must be over 18 years of age at the time of booking.

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 & Conditions. The owner reserves the right to decline any booking or refuse to hand over a key to any person who has not complied with these Terms & 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 balance is due 2 weeks before the holiday commences. For bookings made less than 2 weeks before arrival the total amount is payable in full on booking. A refundable damage deposit of £200 is required and reimbursed within 48 hours by Bank Transfer or Cheque for stays of 4 days or more.

The Guest agrees to pay the balance of the payment 2 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.

Cleaning: The Guest is responsible for leaving the accommodation in good order and in a clean condition otherwise a cleaning charge will be deducted from the damage deposit. Any damage to the property or its contents will also be deducted from the deposit.

Number of People using the Accommodation: The owner permits 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 the owner before the rental commences of any change. No more than the maximum number of persons stated on the web site may occupy the property unless by prior written agreement with the Owner. Extra charges may be applicable if the number of guests differs from the number on the booking.

Arrival/Departure: The property is available for occupation from 9.00am on the first day of the holiday and must be vacated by 12.00noon on the last day, unless otherwise agreed in writing by the owner.

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) there will a cancellation fee of deposit paid 25% of the total booking fee if the cancellation is within fourteen days of the holiday. Cancellation after fourteen days a fee of 50% will apply.

We recommend 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.

No Pets in the description: may not guarantee that pets have never occupied the property.

The property has a no pets allowed policy unless prior arrangements have been made in writing with the owner.

Permission of Pets by prior arrangements: The guest may only bring such pets as pre booked in by the Guest at the time of booking and at the owners discretion. A charge will be made per pet. Pets must be well behaved and have all required inoculations. They should not be left unattended in the property. They are not permitted on any furniture in the property. If damage or extra cleaning is caused by pets the guest will be billed for that charge. No garden is guaranteed as secure for dogs. Dogs must be on a lead at all times outside of the property.

Guest Responsibility: The supervision of children, babies and any adult requiring care remains the responsibility of the guest at all times.

Guest should not move any furniture unless permission is granted by the owner.

Damage, Loss, Theft: Guests agree to inform owner of any damage of loss however caused, excluding reasonable wear and tear incurred during occupation. Guests should not remove any item from the property. The owner may ask for reasonable replacement costs. In the instance of damage the owner reserves the right to be reimbursed automatically via the payment method provided at booking. For stays of 4 days or more when a £200.00 refundable deposit was paid any additional damage cost must be paid.

Nuisance: Guests should not cause nuisance or annoyance to occupants of any nearby property.

If, in the opinion of the owner, any person not suitable to continue their occupation of the property because of unreasonable behaviour, damage or nuisance to other parties, the contract may be treated by the owner as discharged and the owner may repossess the property immediately. The guest will remain liable for the whole cost of rental and no refund shall be due.

Access: Guests must allow reasonable access to the property by the owner for maintenance given reasonable notice.

Wildlife: The property is in a beautiful rural area. Please therefore expect to meet some wildlife, including the odd spider, bird, fly, bee, wasp or other creatures, especially in the garden, which may make their way into the property unbeknownst to the owner. Contact the owner if any creature needs to be removed.

The property houses two donkeys that must not be fed or handled unless with the owner present.

The Owner accepts no responsibility or liability for non compliance with this rule. The Owner also accepts no liability for any accident or injury caused by the donkeys if a Guest has requested to feed and handle the donkeys in the owners presence.

Complaints: The owner cannot be held responsible for any perceived inadequacies in any area of the property. Property descriptions and all details both written and verbal are given in good faith and believed to be correct, but interpretation thereof can be subjective and as such their accuracy cannot be guaranteed.

Disputes: No complaints can be considered unless notified during the guest's stay in the property. It is the duty of the guest to minimise any loss to them and therefore it is their responsibility to inform the owner at the earliest possible opportunity of any problem. Complaints received after departure cannot be accepted as the owner thereby has no opportunity to resolve the complaint at the time.

Liability: The owner cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, electrical services or exceptional weather.

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 by the owner 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.

Cancellation by Owner: The owner reserves the right to refuse any booking and to cancel any bookings already made if the property is unavailable (for example through fire, flood, etc.) for any reason whatsoever, subject to a full refund of all monies paid (but no further liability). The owner shall not be under any other liability if such cancellation occurs. Note: in the unlikely event of a cancellation the owner will make every possible effort to secure alternative accommodation if required and if available.

No Smoking: No Smoking policy anywhere on the property.

Force Majeure: The owner cannot accept responsibility or liability for 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 of the owner 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 with the owner made at the owner's premises and that any proceedings between the parties shall be conducted in the County Court nearest to the owner.

I acknowledge receipt of the Conditions of Hire and I warrant that I am over eighteen years of age.

I agree to accept this hiring subject to the terms and conditions.

Signed.....

Date.....