

Rectory Farm Cottages **Booking Conditions**

1. Bookings will be confirmed on receipt of a deposit of 20% of the total rental, or if the booking is made within 42 days of the commencement of the holiday, the full cost of the holiday. A £100.00 damages deposit is required which will be refunded in full within 7 days of the end of the stay provided the Holidaymakers Responsibilities have been adhered to – Item 10 of these booking conditions.
2. The balance of the holiday accommodation cost must be paid to us six weeks (42 days) prior to the commencement of the holiday.
3. If the balance is not paid in full six weeks before the commencement of the holiday, the right is reserved to cancel the booking, in which case the deposit is forfeit.
4. Payment should be made to "Mrs. E M A Florey" and sent to the address shown on the booking form. Payment can be made by cheque, Internet transfer or Intenational Bank Transfer (all bank charges incurred are the responsibility of the person making the booking) and Credit Card (all credit card and International debit card payments are subject to a 3% surcharge). If you wish to pay by Credit/Debit Card please telephone to give your details – in the interests of security we do not recommend that you send them by e-mail.

5. *Cancellation*

- a) Any cancellation must be sent to Mrs Florey in writing and must be made by the person who signed the booking form. The effective date of cancellation will be the date the written instructions are received.
- b) If the booking is cancelled by the Holidaymaker the following cancellation charges will apply:

<u>Days before the cancellation of the holiday</u>	<u>Cancellation charge</u>
More than 42 days	Loss of deposit
Less than 42 days	The full cost of the holiday

However, for holidays cancelled within 42 days of the commencement of the holiday, if the owners are successful in re-letting the holiday accommodation for the entire period booked, then a refund will be made, less the original deposit

- c) **To avoid cancellation losses, the owner advises that Holidaymakers take out Holiday Cancellation Insurance.**

6. *Alternative accommodation*

In the unlikely event that the cottage ceases to be available for the period of the booking, the owner will endeavour to arrange alternative accommodation of a similar type to that originally booked. If the alternative accommodation is not acceptable to the Holidaymaker all monies paid shall be refunded to the Holidaymaker in full, whereupon all liability of the property owner shall cease.

7. The cottages are used as holiday accommodation and are therefore exempt from security of tenure under the Rent Act.
8. The number of persons using the holiday accommodation shall not exceed the maximum number of four persons in each cottage. Cottages are available from 4 pm onwards. On the morning of departure guests must vacate the cottages by 10 am.
9. Sub-letting, sharing or assignment is not permitted.

10. Holidaymakers responsibilities

- a. **The Holidaymaker is responsible for the property during the period of rental and is expected to take reasonable care of it.**
 - b. **All equipment, utensils, etc. must be left clean and tidy at the end of the hire period. Bins should be emptied and rubbish put in the dustbins and recycling bins provided at the end of Orchard Cottage. In the unfortunate event of damage or breakage the owner must be notified. All damages and breakages are the legal responsibility of the holidaymaker and their replacement cost will be payable on demand. If un-notified damages are discovered or additional cleaning is required (charged at £20.00 per hour), an invoice for the associated cost will be forwarded and the costs incurred will be deducted from the damages deposit. (As a guideline we allow 3 hours cleaning between lets which includes a full linen change.)**
 - c. **The Holidaymaker is expected to leave the cottages in the same state of cleanliness, general repair and the order in which it was found. Please note that, we do not accept pets and in the interests of all our guests, the cottages are non-smoking.**
11. The owners shall be allowed access to the cottages at any reasonable time during any holiday occupancy.
 12. The owners cannot accept any liability for any loss, damage or expenses of any kind sustained by any member of the Holidaymakers party in connection with the holiday accommodation. Holidaymakers are reminded that the cottages are on a working farm and children must be kept under supervision at all times.
 13. Every precaution is taken to ensure an enjoyable holiday. However, in the unlikely event of any complaints, these should be reported without delay to the owner to enable any issues to be resolved. Please note that no correspondence can be entered into concerning complaints made upon departure or after your return home.