

A necessary part of booking your cottage is the Terms and Conditions, which you The Hirer agree to with us The Owner when booking your holiday with us.

Owner Terms and Conditions of Hiring and Cancellations

The contract between the Hirer and the Owner. The Hiring is for holiday purposes only.

We have taken great care to provide accurate information, however changes can occur. All descriptions, written or oral, are given in good faith; The Owner cannot be held liable for them.

The Owner takes no liability for happenings outside their control and no liability will fall on the Owner for the effects of extreme weather, power cuts, water shortages, gas failure, flooding, coastal or farming disasters etc. or the use of garden play equipment, where children must be supervised at all times.

Every attempt is made to ensure the house and equipment are in good working order. The Cottage is cleaned and inventory checked before Guests arrival. If the Hirer is not satisfied with some aspect of cleaning or if anything is broken, The Hirer must contact the Owner/Housekeeper IMMEDIATELY. The Owner will endeavour to be on call at all reasonable hours of the day. However if the Hirer arrives at the property outside of office hours it may not be possible to attend to any problems or incidents until the following day. It is the Hirers responsibility to ensure their arrival is prior to 5p.m. If the Owner cannot remedy a reported fault they will endeavour to contact the appropriate trades or other persons to remedy the fault, The Owner is not liable or responsible for any delay or timetabling of outside trade or other persons needed to remedy any fault, so delays may be unavoidable. The Owner or his representative reserves the right to enter the property to do necessary works.

A problem cannot be resolved by the Owner or their representative unless details are made known as soon as it is encountered. If the Hirer vacates the property prematurely as a result of any alleged dissatisfaction or makes any form of claim upon return from the holiday and has not followed the procedure as above, then no liability for any subsequent claim will be accepted or correspondence entered into. If on arrival you are not satisfied with the cleaning of the property the Owner reserves the right to request the original or an alternative cleaner to return and attend to matters, no compensation claim will be considered if cleaning problems are attended to within 48 hours of first being reported. Disputes of this nature must be reported within 24 hours of arrival.

The Owner does not accept liability however sustained or caused for any loss, theft or damage to the Hirers' possessions including motor car whilst at the property.

The Hirer agrees to take good care of the property and contents: it must be left in a clean and tidy condition. All equipment including linen soft furnishings, electricals, furniture, paintings and all equipment inside and outside including garden furniture and outside equipment must be taken care of and towels not removed from the cottage. Any furniture moved by the hirer must be put back in its original position. If the Hirer is hiring both cottages (Orchard View and Hazel Copse Cottages) The Hirer is responsible for checking that all equipment in both cottages is checked and left clean and tidy before departure and any spillages, breakages or any damage is reported to the Owner and paid for before departure.

The Owner or their housekeeper inventory checks each cottage before commencement of the Hireres holiday at the cottage. If any broken or missing items have been overlooked during the check, the Hirer must let the Owner, Housekeeper or their nominated Representative know immediately. Hirers must pay for damage or breakages they or their party are responsible for and will be held accountable for any damage, missing items and extra cleaning (defined as time taken in excess of the normal turn-around and would include: a) dirty dishes; b) cooker/hob/oven with burned on food requiring extra cleaning. c) furniture including outside furniture, if moved, not put back into its original position; d) excessive quantities of rubbish requiring disposal; (e) recycling not carried out by Hirer. (f) Outside Toys not put away tidily in the Shed.

Family groups accepted, non-family groups accepted at Owners discretion. A Cautionary Deposit of £150 against damage/extra cleaning will be required for Christmas/New Year bookings.

In the event of the property not being available (eg. Fire, Flood or some other disaster), The Owner will notify the Hirer as soon as possible and offer a full refund. Owner liability is limited to the rents received. The Owner shall not be under any other Liability.

Party Size: Maximum Party Size at the Property Must not Exceeded 4 people plus one infant (under 18 months). The occupancy for Orchard View Cottage is two adults and two children (under 16 years) plus one infant. Hirer is responsible for their Guests whilst at the property. Any breach of this condition will result in admission being refused or immediate expulsion without compensation for lost rent. Hirer's may not have more than 2 visitors at the property at any one time who must depart by 11pm. This condition may only be varied by express written permission of the Owner, obtained in advance.

Check in and out times: Check in after 3.00p.m. –

Hirer must let the Owner know of late arrival

Check out before 10.00a.m.

No extensions or delays on departure.

Smoking: Orchard View and Hazel Copse Cottages are both Non Smoking cottages.

Pets: No pets allowed.

Music and Personal Sound Equipment: Only played inside the cottage and not audible outside the cottage.

Hirers Wet Suits, Diving Equipment, Sailing and Watersport Equipment: Are the responsibility of the Hirer. Must not be taken into or dried anywhere inside the cottages and must be stored responsibly outside so as not to cause damage or injury to others or property outside and are left outside at owners risk.

Hirere Bikes and Hirers Outside play equipment: Are the responsibility of the Hirer. Are not to be brought inside the cottage. To be left outside the cottage responsibly located so as not to cause damage or injury to others or property outside, and are left outside at owners risk.

Beams: Nothing to be hung from the wooden beams in the cottages or used in any way as exercise/play equipment.

Reservations/Bookings

Reservations will be made upon receipt of full payment together with acknowledgement and agreement at time of booking to these Terms and Conditions. by the hirer who must be over 18 years of age and will be responsible for all the persons who will occupy the property during the period booked by the Hirer.

Cancellation

Any cancellation must be advised by telephone and confirmed in writing by recorded delivery post to the Owner.

If the Hirer finds it necessary to cancel the holiday the Hirer is still liable for the full cost of the holiday. We therefore strongly recommend that the Hirer take out a Holiday Cancellation Insurance Policy.

In the event of the Hirer cancelling the cottage booking and having no insurance provision or the policy does not cover the Hirers reason for cancelling the Hirer must still pay the full cost of the holiday to the Owner. *In such cases the Owner will make every effort to re-let the property for the period booked by he Hirer.* If successful, a refund of monies will be paid excluding booking fees and will incur a 25%

administration charge. Deductions will also be made if the rebooking is subject to any promotional price reduction, advertising costs, or if it is booked for a shorter period. The application of such is the sole discretion of the Owner. If the Owner is unable to re-let the property then as stated above the Hirer will be liable for the full cost of the holiday.

Once payment has been received and confirmation issued any subsequent changes to the cottage booking at the Hirers request cannot be considered. Holiday properties and dates are non-transferable.

The Owner reserves the right to refuse any booking and the right to cancel any booking already made In the event of the property not being available through events beyond their control e.g.. Fire, Flood or other disaster. The Owner will notify the Hirer as soon as possible and offer a full refund. Owner liability is limited to the rents received. The Owner shall not be under any other Liability.

If the Holidaymaker fails to observe any of the conditions, the Owner or his Agent will have the right to require the Holidaymaker to vacate the property at once without any recompense.

Thank you for taking the time to read through these Terms and Conditions.

Nov 2014