



## BOOKING TERMS & CONDITIONS OF HIRE

### For Firtree and Willow cottages

You should find your accommodation clean, and comfortable and with all the utilities in working order. Our aim is to ensure that you have an enjoyable holiday.

By making a booking, either in writing, or by e-mail you are confirming that you have read and understood these Terms and Conditions of Hire, and that you have entered into a legal contract with the Owners of Firtree and Willow cottages.

#### **Hire Period**

The normal booking period is from Saturday to Saturday.  
The accommodation is available from as close to 2.00p.m. as possible on the Saturday of your arrival, and must be vacated by 10.00 a.m. on the day of your departure.  
Short breaks, or different hire periods may be available on request.

#### **Holiday Dates**

The holiday dates will be those stated in our confirmation of your booking, which we will post to you along with directions and a map.

#### **Occupancy**

All cottages are hired on the basis that the accommodation hired is for holiday use only and that no rights to remain in the accommodation exist in the hirer or any person accompanying him/her on the holiday.

The contract allows you to occupy the accommodation for a holiday only and is not an 'assured tenancy'.

The booking agreement confers a right to occupy the accommodation for the agreed period only.

The person named on the booking form must personally stay at the accommodation throughout the holiday and is solely responsible for the whole party. Assignees and sub-tenants are prohibited.

No more than the stated number may stay at the property. Firtree and Willow cottages have sleeping facilities for 5 plus cots. The stated number of 5 does not include infants under three years old sleeping in a cot of which there will be no more than two cots per property.

#### **Included in the cost of the holiday:**

The exclusive use of either Firtree or Willow cottage, furnishings and facilities

Fully equipped Kitchen

Outdoor furniture

Beds, linen, crockery, cutlery, glassware, kitchenware

All utilities

Basic household cleaning materials

#### **Bookings**

i) Advance Booking (more than 6 weeks before the holiday)

An initial non-refundable deposit is required to secure the booking. (All payments to be made in UK pounds sterling)

The balance of the rental is due 6 weeks before the start of your holiday. In the event that we do not receive the balance in full by the due date, we reserve the right to declare the contract void, and the deposit will be forfeited.

ii) Late Booking (less than 6 weeks before the holiday)- The full rental will be due and payable at the time of booking.

#### **Cancellations**

Please note that Holiday Cancellation Insurance is NOT included in the rental and we strongly advise you to take out your own Holiday Cancellation Insurance.

If you have to cancel your holiday, for any reason whatsoever, you must notify us by telephone, in the first instance, followed up by confirmation, in writing, as soon as possible prior to the commencement date of the holiday.

(a) If you are at the stage of having paid the booking deposit, this will be forfeited.

(b) If you are at the stage of having paid the booking deposit and the balance of the rental, we will make every effort to re-let the accommodation.



If we are able to re-let the accommodation for the period cancelled, we will do the following :-

retain the non-refundable deposit.  
refund the balance of the rental.

If we are unable to re-let the accommodation for the period cancelled, we will do the following:-

retain the non-refundable deposit  
retain all other rental monies paid  
advise you to claim all your costs from your Holiday Cancellation Insurance Policy.

If, in the unlikely event, that the Owners of Firtree and Willow cottages have to cancel your booking due to circumstances beyond their control, you will be notified immediately, and a full refund will be given of all monies paid but be under no further liability towards the hirer. No further liability against the owners of Firtree and Willow cottages will be considered.

### **Liability for Loss Damage or Injury**

Hirer's Liability -

The named person on the booking form undertakes to indemnify the Owners of Firtree and Willow cottages against any loss, damage or injury sustained to the property or persons as a result of any breach of these conditions or arising from the fault of you or any member of your party

Owner's Liability -

The Owners of Firtree and Willow cottages take no responsibility for loss, damage or injury to you or any of your party as a consequence of this Agreement or the occupancy following thereon, as far as the law allows. No responsibility can be taken for personal property and vehicles which are left at the Hirer's own risk.

### **Right of Access**

The Owners of Firtree and Willow cottages, or whomsoever the owners direct, reserve the right to enter the property at any reasonable time for all reasonable purposes.

The Owners reserve the right to refuse entry to anyone, who in the judgement of the owner or agent is not suitable to take charge of the property. In any such a case The owners reserve the right to void the contract and any refund would be at their discretion.

The owners reserve the right to terminate the contract at any time and demand the immediate removal of any persons not complying with the conditions of hire, or for unreasonable behaviour, causing offence, damage to property, or conducting themselves in a manner detrimental to personnel or property. In any such a case The owners reserve the right to void the contract and any refund would be at their discretion.

### **Housekeeping**

General Cleanliness

It is the responsibility of the Hirer to ensure that the fabric, furniture and fixtures of Firtree and Willow cottages are kept in good and clean order for the duration of the hire, allowing for fair wear and tear. Upon departure the Hirer is expected to leave the accommodation in a clean and tidy condition.

Accidental damage

Damages, losses or breakages are to be reported to the owner as soon as possible.

We reserve the right to charge for all repairs, losses or replacements necessitated by the negligent act or omission caused by any of your party or guests.

to The hirer shall be responsible for any breakage, damages or losses incurred at the premises, the owners reserve the right charge towards the costs of;

i) any repair and/or replacement of any property or household items due to accidental damage, loss, spillage or breakages occurring during your stay.

ii) Any extra cleaning costs, at the discretion of the Housekeeper, that are necessary over and above the anticipated routine change-over cleaning.

### **Pets**

Pets and animals are not normally permitted however – exemptions can be made at the owners discretion. Guide dogs are accepted.

### **Accuracy of Information**

Any advertising material is as accurate as possible but cannot be guaranteed, nor do any descriptions form any contract.



The owners reserve the right to alter or improve any terms and conditions, prices, brochures or website without notice.