

## Primrose Cottage: Rental Terms & Conditions

### General

- The contract is made between the owners of the cottage and yourself, the party leader named on the holiday confirmation form.
- The confirmation form shows the period of rental and the composition of your party including any pets. Any changes need to be approved by the owners.
- The house and garage are made available to guests exclusively for private holiday use.
- All visitors have a duty of care during their stay. We ask everyone to take good care of the property and to show consideration to neighbours and other residents.

### Booking and Payment

- When taking a provisional booking we hold the requested dates for five days or other agreed time pending receipt of your initial payment.
- The amount of initial payment is advised at the time. It is normally 30% of the holiday price or 100% for bookings made less than eight weeks in advance
- We send a formal booking confirmation on receipt of the initial payment.
- Where relevant the balance of your holiday rental falls due eight weeks before your arrival date. A reminder will be sent beforehand. Failure to pay promptly on a second reminder will be treated as a cancellation with no refund payable.
- We reserve the right to decline any booking but will not discriminate unreasonably or unlawfully.
- Occasionally a returnable security bond will be requested. Should this apply, details will be made clear before the booking is accepted.
- Payment options for UK transactions are: (a) bank transfer via internet or telephone banking or (b) personal cheque drawn on a UK bank. For international transactions we accept (a) bank transfers and (c) Pay Pal.

### Cancellation and Curtailment

- Your initial payment is non-returnable if you cancel the holiday for any reason.
- We may consider refunding other rental payments at our discretion providing the cottage is re-let. If unable to re-let we are under no obligation to make any rebate.
- In the event of your holiday being cancelled or delayed by ourselves – which would only happen in unavoidable circumstances – you will be offered a full refund of rental payments. We do not accept liability for other costs such as travel or alternative accommodation.
- To protect against the above circumstances you are strongly recommended to take out holiday cancellation and curtailment insurance with a specialist insurer.

### **Care of the Property**

- Guests are expected to take good care of the buildings, contents, fixtures, fittings and keys. At the end of the rental period they will be yielded up in clean and tidy condition in the same state of repair as they were found.
- All sensible precautions must be taken against unauthorised entry, drain blockages, fire and other hazards. Smoking indoors is prohibited.
- As the party leader you are liable for user damage, losses and breakages arising from your stay. Please report minor incidents or problems in the maintenance book. In the event of a more serious issue, or one requiring early attention, please contact the cottage owner as soon as possible.
- We do not usually make a charge for very minor accidental damage or fair wear and tear. However we reserve the right to charge for making good any damage or loss or cleaning over and above what would reasonably be expected.
- In the event of a significant maintenance problem we will do everything reasonably possible to arrange prompt repair. However liability cannot be accepted for events beyond our control; for example the breakdown of appliances, failure of plumbing or heating systems, interruption of utilities, etc.
- Guests use the property entirely at their own risk. No responsibility is accepted by the owners for injury, loss or damage to visitors or their belongings except where we are negligent. We therefore strongly advise you to obtain suitable insurance.
- Dogs must not be allowed on the furniture, left unaccompanied in the house or allowed to create any nuisance. All traces of their stay are to be removed.
- We have the right to inspect the property at any reasonable time and to terminate a holiday prematurely, without recompense, for improper or inconsiderate use or other unacceptable conduct.

### **Vacating the Property**

- Unless otherwise agreed, your party will vacate by 10:00 a.m. on the scheduled departure day. This allows time to prepare for the next guests.
- Please lock the house and garage on leaving and push the keys through the front door.

### **Broadband and Telephone**

- You are welcome to use the cottage's wireless broadband free of charge on the understanding that usage will be both reasonable and responsible.
- The cottage's telephone landline is strictly for the owners' use only.

### **Complaints**

- Any complaint about the cottage or its facilities should be raised at the time with us. We can only attend to a problem if we are aware of it!