

## Terms and Conditions Core House Cottages

### **Parties:**

The parties to this Contract are:

- (a) "the Customer": the person who makes the booking, being eighteen years of age or over and who shall assume responsibility for all party members and visitors; and,
- (b) "the Owner": (Marilyn Davies).

### **Commencement and Operation of Contract:**

This Contract only comes into operation when the Owner issues a written confirmation form to the Customer following receipt and upon processing of the appropriate deposit. Bookings are confirmed on receipt of the deposit of 33% of the holiday cost. The balance of the rental will be due for payment 2 calendar months prior to the holiday commencement date and we reserve the right to cancel a holiday where payment has not been received 2 calendar months before the commencement date. If the booking is made within 2 calendar months of the holiday start date the full rental will be required. Once you have a confirmed booking, (for clarity you have paid the deposit), you are responsible for the full rental cost even if you subsequently cancel.

### **Cancellation:**

- a) By the Customer      Cancellations must be immediately notified to us by phone and confirmed in writing by recorded delivery. If we are able to re-let your booking we will refund to you the final letting price (which may be less than you paid) less an administration fee. If we are unable to re-let there will be no refund under any circumstances.
- b) By the Owner      If for any reason we have to cancel your booking in advance due to circumstances beyond our control for example fire, flood, exceptional weather conditions, epidemics, destruction/damage to the property ("force majeure") you will be refunded the full amount of the booking. If we have to terminate your holiday early for the above reasons you will be refunded part of the booking fee based on the time remaining of the booking. No additional compensation, expenses or costs will be payable.

**Cancellation Insurance:** Cancellation Insurance is not compulsory but we strongly recommend such insurance to protect against the cancellation penalty.

### **Period of Hire:**

You should not arrive before 3pm on the commencement date, and leave by 10am on the day of departure. Failure to do so will result in you being charged a further day's rental. You must not use the property except for the purpose of a holiday during the holiday period, and not for any other purpose or longer period. The agreement to stay in the property for the holiday period, does not create the relationship of Landlord and Tenant between the parties. You shall not be entitled to a new tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or at the end of the Holiday Period.

### **Number of Persons Using the Property:**

Under no circumstances may more than the maximum number of persons stated in the brochure and the web site occupy the property. We reserve the right to refuse admittance if this condition is not observed.

**Liability:** Core House Cottages, its employees and its representatives shall not be liable to you or your party's for loss or damage to property howsoever arising. You must take all necessary steps to protect and safeguard your personal property.

### **Care of the Property:**

You are responsible for the property and are expected to take all reasonable care of its furniture, pictures, fittings and effects, in or on the property. You must leave them in the same state of repair, and in the same clean and tidy condition at the end of the rental period as at the beginning. You must not use the properties for any dangerous, offensive, noxious, noisy, immoral activities or carry on

there any act that may be a nuisance or annoyance to the owner or other neighbouring properties. Smoking is not allowed in any of the cottages.

**Damages and Breakages:**

The Customer undertakes to take all reasonable and proper care of the property including all its contents and surrounds and to leave the property in the same state of repair, condition and tidiness as at the beginning of the stay. The Customer must notify the Owner immediately of any breakages or damages. The Customer may at the owners discretion be required to reimburse the Owner for replacement, repair or any extra cleaning costs.

**Pets:**

We do not accept pets.

**Right of Entry**

We shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

**Complaints:**

Every effort has been made to ensure that you have an enjoyable stay. However, if you have any problem or cause for complaint, it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you to return.

**Data Privacy Statement:**

We treat any data collected during the course of making bookings or dealing with enquiries in strict confidence. Your data will never be sold. As members of Premier Cottages (a marketing collective of the best four and five star cottages in the UK) we have agreed to supply to Premier Cottages Ltd the names, postal and email addresses of all guests booking with us during the previous year, in order that these guests may be sent a Premier Cottages brochure and sent promotional emails from time to time. We also provide them with the email addresses of guest enquiries. By accepting these terms and conditions you are indicating your consent to receiving these communications unless you let us know otherwise, which you can do at the point of booking by ticking the Marketing Notes box at the bottom of the booking form. If at any time you would like your details removed from this list all you need do is click the unsubscribe link on any of the emails or contact [info@corehousecottages.co.uk](mailto:info@corehousecottages.co.uk) and we will arrange for you to be removed from our database

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