

Plum Tree Cottage: Booking Conditions & Information



1. CONDITIONS OF HIRE

The Contract is made between the Visitor and the Owner of the property and is deemed to be made subject to these Conditions of Hire and the Booking Conditions and Information contained herein. The acceptance of a booking from a Visitor creates a Contract between themselves and the Owner of the property. Once the Deposit has been received, the holiday booking is then firm, and the full rent will be required within the agreed time period.

2. PAYMENT AND DEPOSIT

The Visitor will be asked to send a non-refundable Reservation Deposit of £60.00. On receipt of this the Visitor will be sent a provisional confirmation of the holiday details. Telephone reservations will be held for 4 days and officially confirmed once we have received your Reservation Deposit.

Security Deposit: £100. To be held against breakages, damages and extra cleaning if it should be necessary. This amount will be requested with the final payment.

The Security Deposit, or balance of Security Deposit, will be returned to the Visitor as soon as administratively possible after departure providing that everything is in order and all outstanding charges have been settled.

The Owner will be liable to account to the Visitor for the full sum of the Security Deposit less any deductions applicable pursuant to the Conditions of Hire and Booking Conditions and Information contained herein.

The full rental must be sent to the owner 6 weeks before arrival date. The date will be confirmed once in writing. No other reminder will be sent for the payment. Please note, all terms quoted are per week.

2 (a) If any items left behind after your departure are to be returned, then a £10 handling charge plus postage and packaging will be deducted from your returnable Deposit.

2 (b) Changes to holiday dates after the Confirmation of Booking has been issued are subject to availability and the agreement of the Owner.

2 (c) We (The Owners) regret that we are unable to accept post-dated cheques and will return any that are received, this may incur an administration charge. We accept no liability for any charges incurred by the visitor should a post-dated cheque be inadvertently banked early.

3. PAYMENT BY OVERSEAS VISITORS

Visitors coming from abroad may pay by Bank Transfer to our Account (details on request) We strongly recommend overseas Visitors arrange full travel insurance (including cancellation cover) in their country of residence.

4. ELECTRICITY, GAS AND FUEL

Gas and Electricity are included in the rent. Solid fuel will be provided by the Visitor.

5. OVERCROWDING

In no circumstances is it allowed for the maximum number of persons stated in the property description to be exceeded at any time. We reserve the right to terminate the Contract and the Visitor will be liable for all the full Booking Hire Charge and the whole of the Deposit automatically forfeited.

6. KEYS/ACCESS ARRANGEMENTS

The details concerning the access arrangements will be clearly detailed prior to the start of the holiday, On the day of departure, keys must be returned as instructed.

7. LINEN

Bed linen is provided for the number of visitors stated on the confirmation letter. Visitors should bring their own hand/bath/beach towels. Parties with young children are requested to bring waterproof sheets.

8. ARRIVAL AND DEPARTURE TIMES

Visitors (unless otherwise stated) may take up occupation after 3.30 pm on arrival and must vacate promptly by 10.30 am on departure day. (Please note that early arrival or late departure may result in a deduction from your returnable deposit)

9. ACCIDENTAL DAMAGE & BREAKAGES

Visitors are asked to please leave the cottage as they find it in a clean and tidy condition. Any damage or breakages are the responsibility of the Visitor. Please advise us of any breakages that occur before you vacate.

10. WEB SITE & LITERATURE

Whilst every effort has been made to ensure that the details contained in the Web Site or in other provided literature are accurate as at the date of publication, no guarantee can be given. The descriptions contained do not constitute part of an offer or contract.

11. PROBLEMS

We are most anxious that all Visitors booking holidays with us will have an enjoyable time. In the event of a problem the Visitor must contact the owner immediately and we will do our utmost to resolve the problem.

12. CANCELLATION

Once the Deposit and initial payments have been paid and accepted by us, Visitors are liable for all the charges of the holiday as a binding contract has been deemed to be made between the holiday Visitor and the Owner. Any cancellation made by the Visitor (for whatever reason) shall be in writing addressed to the Owner The effective date of cancellation is when written notification is received by the Owner. We strongly urge all Visitors take up holiday and cancellation insurance, as we cannot guarantee a refund after the final payment has been made.

13. HOLIDAY CANCELLATION INSURANCE

Visitors are strongly urged to arrange Holiday Cancellation Insurance. The Owners do not accept responsibility for a visitors cancellation or curtailment of a holiday.

14. PETS

Dogs are accepted subject to specific approval by the Owners. We accept a maximum of 2 dogs per party. On departure, Visitors are responsible to ensure that the premises show no sign of a pets visit. Deductions will be made from the Security Deposit for any extra cleaning required either in the house or garden. Visitors must accept responsibility for containing dogs within the garden and to prevent them from causing a nuisance or damage. A £20 per dog per week charge will be requested with the payment of the balance.

15. HOUSEHOLD/ELECTRICAL APPLIANCES

From time to time household appliances, particularly electrical appliances, will 'give up the ghost'. If this does occur, please advise the Owners immediately so that a replacement can be provided at the earliest possible moment. Any damage caused to appliances by the actions of a visitor will result in a deduction being made from the Security Deposit in respect of replacement. Any defunct appliances should be left at the property for later inspection.

16. CLEANING

Contract Cleaners are engaged between lettings for thorough cleaning, however Visitors should make every effort to 'leave as they find'. If the Owners are required to pay for extra cleaning above the normal routine amount, this will be passed on in the form of a Security Deposit deduction.

17. SMOKING

Smoking is not permitted at Plum Tree Cottage. A deduction will be made from the Security Deposit for the extra cleaning involved in removing smoke traces. This can include dry cleaning of soft furnishings and curtains and shampooing of affected carpets.

18. ACCESS

The Owners retain the right to enter the property for any reason at any time. Notice will be sought in advance but cannot be guaranteed.