

GRANGE COTTAGE GENERAL BOOKING TERMS & CONDITIONS

Booking

For all bookings, including those made by telephone or email, the Lead Guest must complete and sign the Holiday Letting Agreement. This must be sent at the time of booking. You (the Lead Guest) must be over 18 years of age and authorised to make the booking and to accept these General Booking Terms & Conditions by all persons named on the Guest Booking Form. You will be responsible for making all payments due. On receipt of the Booking Confirmation letter you must advise the Owners if anything appears to be incorrect. We (the Owners) regret that we cannot accept liability if we are not notified of any inaccuracies within 10 days of our dispatching the documents to you. We reserve the right to refuse a booking without giving any reason.

Rental Payment

In order to confirm your booking a cheque for 50% of the total rental fee (Booking Fee), plus the £200 refundable security deposit must be enclosed with both the signed Holiday Letting Agreement and Guest Booking Form. If we do not receive your payment and both these signed forms within 5 days of your verbal or email confirmation, then we will release your reservation and will not be able to guarantee that the property will subsequently be available. On receipt we will send a Booking Confirmation letter, setting out the details of the booking.

We must receive the balance of the rental fee 6 weeks prior to the booking arrival date. If payment is not received by us in full and by the date given in our confirmation letter then we reserve the right to treat the booking as cancelled. In this case, cancellation charges as set out in the clause 'Cancellation by you' will be applicable.

Bookings received 6 weeks or less before the booking arrival date must be paid in full.

Although we would not anticipate any costing errors on the confirmation letter, should there be an obviously incorrect price shown, then we will issue a new letter and will not be bound by the price shown on the incorrect letter.

Your Contract

A binding contract comes into existence when your booking is confirmed by telephone (when you are booking 6 weeks or less before departure) and in all other cases when we dispatch our Booking Confirmation letter. This contract is governed by English Law. It is mutually understood and agreed that any dispute, claim or any other matter that arises out of this contract or your holiday will be dealt with by the courts of England and Wales.

Cancellation by You

You may cancel your booking at any time. Cancellation must be communicated to us in writing and takes effect from the date received by us. In the event of cancellation, then the following refunds become applicable, providing payments have been made in accordance with these terms:

Between 4-6 weeks prior to arrival date – 25% of full cost

Between 2-4 weeks prior to arrival date – 10 % of full cost

Less than 2 weeks prior to arrival date – no refund

Note that where bookings are cancelled between the receipt of the Booking Fee and 6 weeks prior to the arrival date, the Booking Fee is non-refundable.

Cancellation by Us

It is extremely unlikely that we will have to make any changes to your property rental. However, occasionally we may have to make changes and reserve the right to do so at any time. Most of these changes would be minor and we will advise you of them as soon as they may be applicable. If we are forced to cancel the property rental because of force majeure or for any reason that makes the property unfit for rental, you will have the choice of either allowing us to try to locate a suitable alternative property on your behalf, or of cancelling the booking and accepting a full refund of all monies paid to us. Please note that we are not liable for any consequential loss or incidental expenditure resulting from the cancellation of your holiday.

Insurance

It is the responsibility of the Guests to ensure that their personal possessions are insured. We cannot accept any liability for theft of, loss of or damage to personal possessions.

We also recommend that guests arrange adequate travel insurance for cover in case of cancellation.

Complaints

Complaints must be reported immediately to us or to our representatives, thereby giving them the opportunity to rectify the problem during your stay. If the problem cannot be rectified during your stay, you must write to us within 28 days of departure giving full details of your complaint. We regret that we cannot accept complaints if you have not followed the course of action laid down in this clause.

Occupation of the Property

Only the named guests are permitted to use or stay in the property. If you are expecting overnight visitors, you must let us or our representatives know. You and your party must not exceed at any time the number of sleeping places, i.e. 8. We or our representatives have a right at all times to refuse access to the property for people who are not members of the party.

Directions and Key Collection

Directions and Key Collection instructions will be sent to you on receipt of the balance of the rental fee.

Arrival / Check-in Time

This is from 3.00pm on the arrival day booked. We may be a little flexible on this, provided that there are no departures from the night prior. Please check with us within a few days of your arrival date and where possible we will be happy to oblige.

Departure / Check-out Time

This is by 10.00am on the departure day booked. We can be a little flexible on this, provided that there are no imminent new arrivals. Please check with us and where possible we will be happy to oblige.