

BOOKING TERMS AND CONDITIONS

CONTRACT

Cotswold Short Breaks (CSB)

The contract will be entered into upon CSB issuing a confirmation form and will be subject to the Booking Conditions. The booking of the property shall be in the name of the person who signs the booking form (the Tenant) who shall be responsible for the actions of all persons included on the form and should ensure that they are aware of and comply with the Booking Terms and Conditions.

LIABILITY

The Owner accepts no responsibility for loss or damage to the Tenant's possessions on the Owner's property or land. All property details and information about facilities and local amenities are given in good faith and CSB uses its best endeavours to ensure accuracy of such information but cannot accept any responsibility or liability for any loss or damage.

PAYMENT

A deposit of 30% of the full rental price is required with the booking form. The balance of the full rental must be paid six weeks prior to the start date of the holiday. If the start date of the holiday is less than six weeks away then the full rental amount should be paid with the booking form. When the balance of the rental is received travel directions and key arrangements will be forwarded.

METHOD OF PAYMENT

Payments may be made by cheque, credit card or debit card. Cheques should be made payable to Sarah Halewood. Charges will be made for payments by debit cards, credit cards.

VAT

Where applicable VAT is included in the rental.

INVENTORY

If an inventory is provided in the property, it is advisable to check this and report any discrepancies either to the Owner or Housekeeper within 24 hours of arrival otherwise any inventory left in the property will be assumed to be correct.

CANCELLATION

If a booking is cancelled in writing more than six weeks prior to the start date of the holiday, all efforts will be made by CSB to re-let the property for the Owner and if successful your deposit will be refunded less 10% administration fee. If CSB cannot re-let the property the deposit is forfeit. If a booking is cancelled less than six weeks prior to the start date of the holiday, the full rental cost is forfeit. (You may be able to claim on your cancellation insurance, which we advise you to take out.)

PERIOD OF HIRE

Lettings are for a maximum of four weeks and properties are available for occupation from **3pm** on the day of arrival and must be vacated by **10am** on the day of departure unless otherwise notified in writing. The Tenant will be liable for any costs of whatsoever nature incurred because of an unauthorised extension.

TENANT'S OBLIGATIONS

The Tenant agrees:

1. Not to exceed the maximum number of persons as stipulated in the description of each property.
2. To ensure that only the members of the party as named on the booking form occupy the property for holiday purposes only.
3. Not to sub-let the property or any part of the property.
4. To keep the property clean and in good order and be responsible for any breakages or damage.

5. To pay for any losses or damages to the property caused by the Tenant or a member of their party (reasonable wear and tear excluded) unless the cost of making good such loss or damage can be fully recovered under any householder's insurance policies maintained by the Owner.
6. To allow the Owner or Agent reasonable access to the property for the purposes of inspection or to carry out any necessary repairs or maintenance provided reasonable notice is given to the Tenant.
7. To pay for any optional extras as listed in the description of each property.
8. Not to cause an annoyance or become a nuisance to occupants of adjoining properties.
9. To notify CSB immediately if departure from the property is prior to the end of the period of hire in order to ensure that the property is secure.

PETS

Extra £20 well behaved dogs only

SMOKING

For the comfort of guests we operate a **non-smoking** policy inside the properties.

COMPLAINTS

Occasionally there may be a situation where there is a complaint and we would ask you to give us the opportunity of investigating the matter by:

1. Contacting the Owner or housekeeper as shown on the booking form and asking for assistance.
2. If the problem is not resolved then contact CSB on 01242 245236 immediately and we will make every effort to ensure that the complaint is handled quickly and efficiently.
3. Under no circumstances can complaints which are raised after the holiday has ended be investigated when the Tenant has denied CSB or the Owner the opportunity of investigating the complaint and endeavouring to put matters right during the holiday.

NON-AVAILABILITY OF PROPERTY

If a property is not available for hire due to unforeseen circumstances, for example fire damage, then CSB will use its endeavours to offer a suitable alternative, but if this is not possible then all monies paid by the Tenant will be refunded without deductions but CSB will not incur any further liability of any kind.

ELIGIBILITY

In order to protect our Owner's interests CSB will not accept bookings from groups of single persons under the age of 21.

VALIDITY OF CLAUSE

If any term or provision in these Booking Terms and Conditions shall be whole or in part be held to any extent to be illegal or unenforceable under any enactment or rule of law that term or provision or part shall to that extent be deemed not to form part of this agreement and the enforceability of the remainder of this agreement shall not be affected.

A DEPOSIT WILL BE TAKEN FOR DAMAGE

CONTACT US

www.cotswoldshortbreaks.com
sarah@cotswoldshortbreaks.com
01242 245236
07850 213121