

# Wisteria Cottage

## **TERMS AND CONDITIONS**

1 CONTRACT. A binding contract between the hirer and the owners has been entered into which is confirmed on receipt of the deposit, or full payment if the holiday is booked less than 2 calendar months from commencement.

2. PAYMENT. 30% of the rental is required as a deposit at the time of booking. The balance plus £100.00 refundable deposit for loss or damage (to be returned with seven days of completion of hire) shall be payable 2 calendar months before the commencement of the holiday. Payment in full is required if the holiday is booked less than 2 calendar months from its commencement. Provisional bookings will be held for a period of 7 days only, pending receipt of the deposit, or full payment if less than 2 calendar months from commencement. The owners reserve the right to cancel a holiday where full payment has not been paid by the due date.

3. METHOD OF PAYMENT. Payment may be made by cheque payable to Mrs V Hegarty. Guests may also pay by bank transfer. For overseas guests, we request payment by bank transfer.

4. CANCELLATION. The following is a table of the cancellation charges relating to the cancellation notice that we are given prior to the start of your holiday. We would recommend that you take out private insurance to cover your own costs as we cannot accept responsibility for your cancellation and we are unable to offer alternative dates for your holiday.

<b>Days before commencement of holiday</b>	<b>Cancellation Charge</b>
More than 56 Days	Full Refund
29-56 Days	50% Refund
15-28 Days	25% Refund
0-14 Days	No Refund

5. BASIS OF OCCUPATION. Tenancies commence from 4.00 p.m. on the date of arrival and terminate at 10.00 a.m. on the date of departure. Bookings are from Friday to Friday. The property is occupied strictly on a holiday basis and no right to remain in the accommodation exists in the hirer or any person allowed into the property by him/her. The hirer will be liable for any costs incurred as a result of any delayed departure.

6. HIRERS OBLIGATIONS.

A) To pay any or replace losses or damages to the property however caused, reasonable wear and tear excluded.

B) To take good care of the property and leave it in a clean and tidy condition at the end of the tenancy, and pay if not.

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- C) To permit the owners (or representative) reasonable access to the property.
- D) Not to part with possession of the property or share it except with members of the party who are booked to stay at the property.
- E) Not to exceed 5 guests. .
- F) Not to cause any annoyance or become a nuisance to occupants of neighbouring properties.
- G) Cleaning services are not provided during the tenancy.**

7. **LIABILITY.** The owners hold Public Liability insurance. The owners do not accept liability for any act, neglect, or default on the property, nor for any accident, damage, loss, injury, expense or inconvenience whether to the person or property which the hirers or any other person may suffer or incur arising out of or in anyway connect with the letting and are not covered under the said insurance.

8. **NON AVAILABILITY OF PROPERTY.** If for any reason beyond the owners control the property is not available on the date booked (for example, due to fire damage) or the property is unsuitable for holiday letting, all rent paid in advance by the hirer will be refunded in full, but the hirer shall have no further claim against the owners.

9. **COMPLAINTS.** In the unfortunate situation where there is a complaint, please give us the opportunity to investigate the matter by calling **01473403114**. In **NO** circumstances will compensation be made for complaints raised after the holiday has ended with the hirer denying the owners the opportunity to investigate and endeavouring to put matters right during the holiday.

**10. SMOKING. Smoking is not allowed within the property.**

**11. CHILDREN. We are sorry but due to the age and layout of the cottage we do not allow any children under the age of 17.**

**12. PETS.** Pets are not permitted at the property.