

## **Terms and Conditions**

### **General**

This is a legally binding contract between the property owner, Jennifer Bothwell and the holidaymaker. The property owner is also referred to as "we" and "us".

The holidaymaker is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

The property referred to being Moo Cow Cottage Self Catering, 1 Stocken Hall Farm Cottage, Stocken Hall Road, Stretton, Oakham, RUTLAND, LE15 7RW, United Kingdom.

### **Bookings**

The lead booker must be over 21. A booking deposit must be paid within the given date to secure the reservation. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate), when this happens the booking becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice.

The balance of the rental charge, is payable not less than 2 weeks prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker.

Bookings made less than 2 weeks prior to the arrival date must be paid in full at the time of booking.

### **Cancellation by the Holidaymaker**

Cancellation is free up to 2 weeks before arrival, and your deposit will be refunded within 2-3 days. If cancelled after this the deposit will be held by us, we will attempt to re-let the property and if successful, a discretionary payment may be made. However, we strongly recommend you take out *holiday cancellation insurance* for this as there is no guarantee the dates will resell at last minute notice.

Cancellation of the booking by the holidaymaker should be made by

- Preferably a telephone call to Jennifer - 07725672003
- Email: moocowcottage@gmail.com

### **Cancellation by the Property Owner**

The property owner will endeavor to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes not available and the property owner has to cancel the booking, the property owner will endeavor to find the holidaymaker suitable alternative accommodation. If suitable alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund. The property owner shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

## **Breakage Deposit**

If a damage deposit has been charged it will be refundable 2-3 days after checkout provided no damage is done or extra cleaning is required.

## **Dogs**

Dogs are permitted at the property but owner must agree to the following rules that are in place. The number of dogs must not exceed what was agreed at the time of booking otherwise a breach of contract will have taken place.

- Dogs must be house trained and well mannered.
- Dogs must **never** be left inside the house while guests go out for the day unless you put the dog into a crate or are prepared to leave the dog running around the garden.
- Flea treatments & vaccinations must be up to date
- Dogs must be under control at all times, and not off the lead when outside the boundaries of the cottage.
- Dogs are **not** permitted upstairs or on furniture
- Dog owners must clean up any fouling, a charge will be made for any additional cleaning required
- You must report any damages caused by your dog and agree to pay to fix or replace what they have damaged.
- We do not provide dog beds, bedding or food. (more details on welcome letter and digital guide book to follow)

The property owner cannot be held responsible for any accident or injury to a pet during their stay.

## **Arrival and Departure Time**

Every effort will be made to have the property available from 15:00 - 21:00 on the day of arrival. The property must be vacated by 10:00 on the day of departure. Late departure will result in an additional charge being made. Information about keys and how to collect them will be provided once full payment has been received.

If you have to leave early for what ever reason a refund will not be given.

## **Miscellaneous**

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

The property owner is entitled to ask the holidaymaker to leave the property without any refund if, in the property owner's opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable.

The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable.

### **Number of Guests**

The maximum number of people entitled to stay at this property is 7 and furthermore, only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund. Sub letting or assignation of the let is prohibited.

### **Liability**

The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Children must be supervised at all times.

### **Cleaning**

We would like to think the holidaymaker and party would treat the property as they would their own home and at the end of the holiday the property is left in a clean and tidy condition. We allow 5 hours to clean, strip beds and redress the cottage. If our next guests check in time has to be moved to allow for extra cleaning then this will be charged to you at £30 to compensate the guests, as well as £20 for every extra hour spent cleaning.

### **Breakages**

The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Any accidental damage or breakages should be reported to us before departure. We retain the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear will not be charged for.

### **Farm Yard**

We do not allow guest to wonder around the farm yard for health and safety reasons. This is a working farm with large machinery and cattle often getting moved around. Your safety is important to us. We hope you understand.

### **Complaints**

Every effort is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner will make every effort to rectify any identified problems as soon as is reasonably possible.