

## Steeping cottages terms and conditions

### 1) Contract

- i) You may book the accommodation provided it is available and no other reservations and deposits have been made for the period you wish to occupy the property.
- ii) You must be aged 18 years and over to make a reservation.
- iii) This contract will be governed by the laws of England.

### 2) Care of the property

- i) You must take all reasonable care of the property and leave its furniture pictures fittings and affects in the same clean and tidy condition at the end of the rental period as at the beginning.
- ii) You are legally bound to pay us for replacing or repairing any items or for any extra cleaning costs which we believe are reasonably required as a result of your stay in the property.

### 3) Reservations

- i) If you make your reservation at least six weeks before the rental period begins. You must make a 50% deposit with the completed booking form the remaining balance is due to six weeks before the rental period begins. If we do not receive the balance of the rental price by that time we will assume you have cancelled your booking and you will have to pay the cancellation charge specified below. We are entitled to re-let the property to other customers without contacting you again.
- ii) For lettings of less than one week full payment must be made with the completed booking form.
- iii) For all reservations made less than six weeks before the rental period begins you must pay the rental price informed with the completed booking form.

### 4) Number of visitors

- i) You agree that the number of people staying in the property will not be more than a number stated on your booking form.
- ii) As the property is let to be used for couples and family holidays we can refuse or cut short any reservation which does not meet this condition.

### 5) Pets

- i) You cannot bring pets onto the property.

### 6) Liability

- i) As far as the law allows we will not be liable for any loss or damage to you, any member of your party, or any third party, and any baggage, car or contents however it arises as a result of you renting the property. Nothing in this contract limits or excludes our liability for death or personal injury resulting from our negligence or for any damage or liability incurred as a result of any fraud or fraudulent misrepresentation by us.

## 7) Complaints

i) If you feel you have a reason to complain about the property you must tell us immediately so we can take appropriate action. We cannot help you if we do not know about your problem. If you do not report your complaint immediately, but choose to raise it on your return home, you accept that it will make it harder to investigate your complaint after your rental has ended.

## 8) Access

i) You must give us or our representative access to the property at any reasonable time while you are renting it to carry out essential maintenance if there is an emergency. Wherever possible we would a range of this in advance.

ii) You must also give us access to the property if the property is damaged or if we have reasonable grounds to suspect that damage has occurred.

## 9) If we cancel the rental

i) If after we have confirmed your booking we cannot supply the property to you because of reasons beyond our control we will offer you alternative dates. If you do not wish to accept the alternative arrangements we will return the rental price to you in full.

## 10) If you cancel the booking

i) If you cancel the booking you must notify us immediately, we will acknowledge your cancellation either by e-mail or by letter.

ii) If we receive your cancellation 43 or more days (six weeks plus one day or more) before you are due to arrive you will lose 25% (one quarter) of the rental price.

iii) If we receive your cancellation on any day between the 42nd day (six weeks) before the date you are due to arrive and the 29th day (four weeks plus one day) before the day you are due to arrive you will lose 50% (half) of the rental price.

iv) If we receive your cancellation on any day including on or after the 28th day before you are due to arrive you will lose 100% (all) of the rental price.

## 11) Property information

i) We make every effort to make sure the information we give orally or in writing is accurate, however changes and errors occasionally occur. You must therefore ensure you check the property details at the time of booking.

## 12) Statutory rights

i) Nothing in these booking terms shall affect your statutory rights.

## 13) Data protection

i) By making a booking you agree that we may store and use your information is required to complete your booking and allow you to stay in the property.