

## Throwley Hall Holiday Cottages Terms & Conditions

We very much look forward to welcoming our guests to Throwley.

In line with current guidance, the **check-in time on day of arrival will be 5pm and departure at 9.30am** to allow for the required enhanced cleaning procedures between our guests' departure and arrival.

Both properties will have COVID-19 guidance clearly displayed and the government guidelines that must be followed while staying at the property.

### *Your Safety and well-being*

Your safety and well-being, as well as that of our housekeepers and their families, is important to us.

In response to Coronavirus we have carefully reviewed our housekeeping procedures and put a range of special measures in place:

- Hand wash, hand sanitiser, antibacterial wipes and a bottle of disinfectant are provided at the properties for your use.
- Upon departure, you are required to place all linen and towels in the red plastic laundry bags provided for each bed/guest in line with guidance to protect everyone involved.
- Government coronavirus guidance is displayed in the properties.
- Essential key information is displayed in each property to reduce shared touch points.
- Enhanced cleaning training has been completed by our housekeepers.

### *What should I do if I or any other guests in my party have symptoms on holiday?*

You must tell us straight away if you or any member of your party has symptoms.

Follow the NHS protocol, you will be expected to return home immediately for both your own safety, and for the safety of our local teams and local communities.

If you need to self-isolate in the property you will be charged for the extended occupancy and any costs involved, to the Owner.

### ***Can I cancel my booking and get a refund?***

You will need to check with your travel insurance to find out if you are covered for cancelling your booking. We continue to work with our normal terms of business below, including details of our cancellation policy.

It may be possible to move your booking to an alternative date.

### ***What happens if I need to cancel my holiday because I have the Coronavirus and need to self-isolate?***

You will need to check with your travel insurance to find out if you are covered for cancelling your booking. We will not be offering refunds. We will endeavour to help as much as possible in terms of offering a change of dates at the discretion of the Owner.

### ***What happens if I want to cancel because I'm concerned about catching the Coronavirus?***

You will need to check with your travel insurance to find out if you are covered for cancelling your booking outside of our normal Terms and Conditions.

- All deposits are non-refundable.
- Bookings cancelled up to 4 weeks in advance of the arrival date will result in the loss of the non-refundable deposit.
- Alternative dates can be discussed if available.
- For bookings cancelled less than 4 weeks before the arrival date, the whole amount of the booking will still be payable.

**We strongly recommend you arrange holiday insurance to cover you if you are unable to take the holiday for any reason.**

### ***Will the price of my holiday be reduced with the changes to VAT?***

As we are not VAT registered, the recent changes do not apply to our charges.

# Booking Terms and Conditions for Throwley Hall Holiday Cottages

With effect from July 2020

Your reservation is a legally binding contract and by making a reservation you are agreeing to comply with our Terms and Conditions as set out below.

## 1. Contract of hire

- The hiring contract shall be between the Hirer and the Owner of the cottages and shall be deemed to be made subject to these Booking Conditions.
- The hiring contract confers upon the Hirer the right to occupy the property for a holiday only and that no right to remain in the accommodation exists after the period of hire.
- The Hirer certifies that he or she is over 18 years of age and is authorised to agree to the Booking Conditions on behalf of all persons who will occupy the property during the period for which he or she has booked it and that they are all, apart from infants, aware of the Booking Conditions.

## 2. Booking

- A non-refundable deposit of 25% of the total cost of the accommodation is payable at the time of booking.
- The Hirer will receive a confirmation of booking by email once the deposit has cleared.
- The final balance is due 4 weeks before the date of arrival.

- Once the deposit has been received, the Hirer is responsible for the payment of the total advertised price. If the full payment is not received 4 weeks prior to arrival, the Owner may elect to terminate the contract and retain the deposit.
- For bookings made within one calendar month of the due date of arrival full payment is required at the time of booking.
- Provisional bookings are held for 3 days by the end of which the confirmation of the booking is required by payment of either the 25% deposit or full payment. Provisional bookings will be automatically cancelled after 3 days if no deposit is received.

### **3. Payment**

- Payments can be made by BACS, or by credit/debit card over the phone.

### **4. Cancellation**

- All deposits are non-refundable.
- Bookings cancelled up to 4 weeks in advance of arrival date will result in the loss of the non-refundable deposit. Alternative dates can be discussed if available.
- For bookings cancelled less than 4 weeks before the arrival date, the whole amount of the booking will still be payable.

**We strongly recommend you arrange travel/holiday insurance to cover you if you are unable to take the holiday for any reason.**

## 5. Liability

- We shall not be liable to you or any member of your party for any harm, loss or damage to person or property arising from the letting.
- Minors and Pets are under the supervision of the adults in the group at all times.

## 6. Changeover days

- Changeover days for our properties are Friday or Monday, with Saturday where available. Please refer to the individual property details.

## 7. Arrival & Departure times

- In order that the property can be thoroughly cleaned following the required enhanced procedures and prepared for the next arrival, **departure time is 9:30am with arrival being from 5:00pm.**
- All our properties have a key safe and the Hirer will be given the code on confirmation of the receipt of the balance payment.
- You can arrive at any time after 5:00pm on the start date of your holiday.
- You must vacate the property by 9.30am and the property should be left in clean and tidy condition.
- **The Hirer must ensure that all used linen and towels are placed in the red plastic bags provided to avoid cross contamination in line with guidance.**

## **8. Number in the Party**

- You must inform us of the number of people staying in the property and at no time must this exceed the maximum number of occupants for each property.
- We reserve the right to refuse admittance/and/or cancel the booking if this condition is not observed.

## **9. Personal Belongings**

- Vehicles, baggage and personal belongings are at the Hirers' risk at all times.
- No responsibility will be accepted for loss or damage to any belongings or its contents.

## **10. Dogs**

- Well behaved dogs are welcome in the properties.
- An additional charge of £20 (per dog) is made for dogs and we request that they are not allowed upstairs or on the furniture and that all trace of them is removed from the garden and the property at the end of the holiday.
- Please bring your dogs' equipment.
- Pets must not be left at the property unsupervised - this can result in considerable damage and distress to the pet in an unfamiliar setting.
- All dogs must be up to date with all inoculations, flea and worming treatments.
- We reserve the right to make additional charges to guests with pets for extra cleaning.
- This is a livestock area so please keep your dog under your control at all times.

## **11. Access**

- We shall be allowed access to the property at a reasonable time for essential maintenance work. It is hoped that this will be by prior arrangement.

## **12. Heating**

- Both properties have heating as stated in the property details and this is included in the price paid.
- Both properties have an open fire. There is a complimentary supply of logs and coal at each property.
- The fire guards provided must always be used when the open fire is alight.

## **13. Care of the Property**

- The hirer is responsible for looking after the property and its contents during the hire period and leaving it in a clean and tidy condition.
- Any breakages or damage must be reported to the Owner and paid for or replaced like for like.
- Where excessive cleaning is required, or damage beyond normal wear and tear has occurred, a charge will be made.

## **14. Property owner's rights**

- We reserve the right to refuse any booking and cancel any booking already made, if in our absolute discretion we consider this to be necessary.
- Where a booking is cancelled, we will make every effort to offer an alternative holiday at no increase in cost and if the Hirer does not accept the alternative holiday offered, the Owners will return to the Hirer the

deposit paid and any other sum paid to the Owners by the Hirer.

### **15. Linen**

- All linens and towels are provided (except for cot bedding) and are for use in the house only.
- If you have young children in your party please also bring waterproof mattress protectors or bed mats.

### **16. Highchairs/Cots/Stairgates**

- Highchairs, travel cots and stair gates can be provided in the properties. Guests should ensure they request these at the time of booking.
- Linen and bedding for travel cots is not provided.

### **17. Lost Property**

- Please make every effort to ensure you remove all your clothing and belongings at the end of your holiday.
- We will return items to you on receipt of full payment for the postage required and an additional £5 handling and packing charge.
- Items not claimed after 14 days will be disposed of.

### **18. Descriptions**

- While every effort has been made to ensure that the representations in all advertising materials are made in good faith, neither they nor any oral representations made by representatives of the Owners will create liability on the part of the Owners.
- Please bear in mind that both properties are old, traditional buildings and have not had any mobility adaptations.

- Both properties are characterful and please be aware of small steps between rooms, low ceilings/doorways on your arrival.
- Damp patches may appear after wet weather due to the nature of limestone used for construction of the building.

## **19. Prices**

- We reserve the right to amend prices on the website due to errors or omissions. We will notify Customers of any changes as soon as possible and the Customer shall be able to end the contract if the amended price is significantly higher than the original price quoted.

## **20. Liability**

The use of amenities provided by the Owners are used entirely at the users' risk and no responsibility can be accepted for any injuries to persons, or loss, damage to any belongings of persons who use them.

## **21. General**

- There shall be no liability for any claim arising from the act, omission or neglect or default of the Owners, unless proved to be done with intent to cause damage or recklessly and with knowledge that loss or danger would probably result.
- The Owners have no authority to waive or modify these Conditions other than in writing.
- These terms and conditions are subject to change following when necessary (e.g. any changes in Government guidance/recommendations)

## **22. Complaints**

- Any complaint must be made during the time of your stay so that it can be investigated and remedied as soon

as possible. Complaints will not be accepted or dealt with after the holiday.

### **23. Matters Beyond Our Control**

- These include local happenings that may occur at any time, e.g. events, nearby building work or invasion by pests.
- The Owner will not accept responsibility for any matter beyond their control or for the effects any works may have on your enjoyment of the property. This does not affect your statutory rights.
- We will always endeavour to ensure that advertised services are in working order but in the unfortunate event of a breakdown, no compensation or refund will be due.