

THE WILLOWS COTTAGE - BOOKING CONDITIONS

The Willows Cottage, hereafter referred to as "The Cottage"
David & Verity Sewell, hereafter referred to as "The Owners" or "us"

A confirmed booking exists when either written or email confirmation of that booking is accepted by us.

Arrival/Departure Times. The property will be available from 3pm on the start date unless a separate agreement is reached. The way in which the keys will be delivered or collected will be agreed when the final payment is received.

The property shall be vacated by 10:00am on the departure date unless a separate agreement is reached. Keys will be returned in accordance with arrangements made when the keys are provided.

Linen etc. All bed linen is provided. One bath towel and one hand towel per guest, bath mats are provided in the bathroom and WC. Dog towels are for guests bringing their dogs and must be put in the washing machine and washed at the end of their stay. Please do not take any of the towels away from the property and any stains on guest towels and linen that cannot be removed by regular laundering will be charged for.

Dogs. A maximum of two small-medium sized Dogs are permitted to stay at The Cottage upon prior agreement with us, at a charge of £15.00 per dog. Pets are not permitted in the bedrooms or on the furniture, however we do provide fleece blankets to cover the sofas. We cannot accept responsibility for their safety. Pets must not be left in the property unsupervised as this can result in considerable damage to the property **and distress to the dog/s**. Please ensure that ALL evidence of your pets stay is removed before you vacate the property and that any mess outside is cleared up immediately – especially on the drive. There are details of dog-friendly places to eat in the cottage information.

Deposit/Payment. A non-refundable deposit will be taken at the time of booking. The remainder of the payment is due 6 weeks before arrival. If arrival is less than 6 weeks from booking the full payment is due when the booking is confirmed.

Cancellation by the guest If a cancellation is received within 6 weeks of the start date, payment in full is due unless the property is re-let for the period. Should the property be re-let for a reduced fee, the guest will be liable to pay the difference between the original agreed payment and the reduced fee for the re-let. An administration charge of £25 will be made for cancelled bookings. It is recommended that guests take out cancellation insurance.

Cancellation by us. If for unforeseen circumstances the property becomes unavailable for a confirmed booking then you will be informed as soon as possible. We will endeavour to find a suitable alternative however if this is not possible we will return all monies paid. Our liability is limited to monies paid to date.

Data Privacy. In making a booking we will ask for personal information such as your name, postal address, email address, telephone number and payment details. We may use the data to inform you about news and information we think may be of interest to you regarding The Willows Cottage and Norfolk. **We will not pass your information onto any third parties for the purposes of administration.** By booking with us you are deemed to have consented to use of personal information for these purposes. If you decide that you would prefer that your information is not used in this way or that you do not wish to receive such information, please contact us in writing or by email to norfolkholidaycottage@gmail.com.

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully, in accordance with the Data Protection Act 1998.

Cleaning/Refuse. Please leave our cottage in the same state of cleanliness as you found it. The Cottage is a no smoking property. Rubbish and recycling should be disposed of as explained in the instructions within the property. An excess cleaning charge will be applied should it be required.

Damage. The guest agrees to repair, replace or pay for any items damaged through neglect, misuse, or carelessness on the part of the guest or any visitors to the property, other than minor breakages such as a glass or the odd piece of crockery.

When damage occurs, either by negligence or deliberate action of a guest, the guest agrees to indemnify the Landlord against any associated losses including lost income and the sourcing of alternative accommodation should that be required.

We accept no liability for loss or damage to guests property or cars and their contents.

Complaints. If you have any complaints or problems pertaining to The Cottage and its facilities please contact us at the earliest opportunity on the contact numbers given in the Cottage information so that we may take action to rectify such problems as soon as we possibly can. We cannot be responsible for any nuisance/noise etc caused by factors such as village events, local wildlife, local agriculture or unsociable behaviour by others.

The guest will notify us of any repairs which are necessary and allow us or a representative access to carry out repairs.

Safety/Comfort. Your safety is important to us and we have taken every care to ensure this whilst you are in The Cottage and its grounds. We are happy to leave equipment for the use of guests with babies and dogs on the strict understanding that this does not in any way negate the responsibility of the adult guests in using said equipment.

Our cottage has 2 steep winding staircases and several changes of level and head heights. If this could be a problem for any of your party please call us to discuss and look at our Access Statement on our website before completing this form.

There is a wood burning stove for guests use in the lounge and wood is stored in the garden for use in this stove. There are detailed instructions on how to use the Stove in the cottage which must be adhered to at all times. There is electric central heating at the property, the thermostat for which is set at an appropriate temperature for the time of year. Any major alteration to this during your stay incurring further electricity charges than are deemed to be normal will be charged for.

General. This booking and the letting confers upon you the right only to occupy the property for a holiday within the meaning of Schedule 1, Paragraph 9 of the Housing Act 1988 or any Act which shall supersede it.

The letting does not confer upon you a shorthold tenancy.

The guest agrees to use this property solely for the purpose of a private holiday residence for the maximum of people shown on the booking correspondence and agrees **not** to:

- use the property for any improper, illegal, or immoral purposes

- to sub-let the property

- cause (nor allow any guests or visitors to cause) any nuisance, annoyance or disturbance to neighbours, or to us, the property's owners.

- smoke or allow smoking in the property

Failure to comply with the requirements above will result in the agreement being terminated.

Force Majeure. In these booking conditions "Force Majeure" means any event which we, The Owners could not, even with due care, foresee or avoid. Such events include threat of war or war, riot, civil unrest, industrial dispute, natural or nuclear disasters and all similar events outside our control.

The Terms, conditions, contracts and disputes in connection with this agreement are governed by The Laws of England and Wales.