

## Terms and Conditions of Booking

### The Round House – Self Catering Holiday Cottage

Everyone hates small print so our *Terms and Conditions* are as straight forward and fair as possible. However, if you have any questions, please don't hesitate to contact us.

#### General

Your booking is for a self-catering holiday cottage starting and finishing on the dates shown on your booking confirmation. The Round House can accommodate **a maximum of 6 people** (irrespective of age) plus 1 baby. The Round House has 3 double en-suite rooms.

The names of those people staying must be listed on the booking form. **No other person, including additional children, may stay overnight** at The Round House as it invalidates the insurance; and you will become fully liable for all costs that would otherwise be covered by insurance.

**Smoking is not permitted** inside The Round House. You may smoke in the gardens. You will be charged additional cleaning costs if you smoke at The Round House.

With the exception of assistance dogs, **we do not allow pets** at The Round House.

We cannot accept any liability for expenses, costs, losses, claims or other sums of any description incurred by you as part of the booking, travelling to/from, or whilst staying at The Round House.

We reserve the right to cancel your booking or terminate your stay early if we believe any of these terms and conditions of booking have not been adhered to.

#### Arrival and departure

To ensure that The Round House can be properly cleaned, we ask that you **arrive no earlier than 4.00pm** and leave by 10:00am on your last day.

#### Reserving, booking and payment

**At least one person in your party must be 18 years of age or older** and we must have the home address and a contact mobile number for the person responsible for the booking.

- **To confirm your reservation**, a non-refundable deposit of 25% is payable
- The 75% balance must be received no later than 4 weeks before the start of your stay
- In addition, a **returnable damages deposit** of £200 is payable prior to your arrival
- Subject to no damage, the full deposit will be refunded within 10 days of departure
- VAT is not charged on any bookings

If you fail to pay the balance or returnable damages deposit prior to the 4 weeks before your stay, we may re-let the date(s) you have reserved and your deposit will not be refunded. For any reservations made within 4 weeks of the start of your holiday, the full cost of your booking needs to be made to confirm the booking.

All payments should be made to **Mark Howard** in UK pounds sterling via bank transfer to UK bank account in the name of Mark Howard, account number: 64131041 sort code: 51-50-00. You are responsible for paying all bank, transaction and/or exchange rate charges associated with any payments made.

## Amendments

Any amendments to the booking as per the booking form will be subject to approval by us, and may require you to complete a new booking form and/or make additional payment(s).

## Cancellation

In the event of you deciding to cancel your booking, the following cancellation charges will apply, based on the amount of notice given:

- 28 days or more notice - 25% (*i.e. deposit only*)
- 14-27 days notice - 50%
- 7-13 days notice - 75%
- Less than 7 days notice - 100% (*i.e. no refund*)

These charges still apply if you have to cancel due to illness (e.g. Covid). We strongly advise that you take out cancellation/travel insurance to cover yourself in case you have to cancel your booking at short notice.

We never expect to have to make any changes, but occasionally problems do happen and under exceptional circumstances, we may have to cancel or change the booking. If this does happen, we will contact you as soon as practicably possible. In the event that an alternative arrangement cannot be made, we will provide you with a full refund (including deposit).

Our liability will be limited to any payment(s) made by you to us in respect of the booking.

## During your stay

If you have any problems, concerns, or just need some advice please do contact us. We will always do our utmost to resolve any problems you may be having, and the sooner you speak to us, the sooner we will be able to help. You must contact us during your stay if you are dissatisfied in any way; it is always very difficult to resolve any problems after you have left.

Please ensure that you leave The Round House clean and tidy, and in a similar condition to that upon your arrival, including washing up. We're aware that accidents happen and plates or glasses may get broken; all we ask is that you let us know so we can replace them in advance of the next guests' arrival.

However, to ensure we continue to provide the high-quality accommodation, some/all of your damages deposit will be retained, and additional charges may be levied, for rectifying any significant damage/breakages to The Round House caused by you or any members of your party.

Please ensure that any nappies, wet-wipes, or other sanitary items are placed in the external wheelie-bin. They should not be flushed down the toilet or left in waste-paper bins. If drains require unblocking due to this, or any specialist cleaning is required above the standard change-over (e.g. the removal of significant stains to soft furnishings), some/all of your damages deposit may be retained.

Obviously, we will try never to disturb you during your stay, but there may be occasions (for example to carry out emergency maintenance or to repair a defect) when we need to do this during your stay. We will always try to contact you, however, in emergencies we may have to gain access prior to contacting you. In these circumstances, we will always ensure you know why we needed to do so.

You are not allowed to use The Round House for: any commercial activities, hosting large (10+ people) parties or subletting to alternative guests during your stay.