

# THE RETREAT GUEST BOOKING CONDITIONS

## 1. Contract of Hire

When you book The Retreat you enter into a contract with the owners of the property. The Contract of Hire shall be deemed to be subject to these conditions of hire and governed by English law. The contract is not effective until we dispatch to the Hirer written confirmation of the booking, by letter or email. The contract is for the hire of the property for holiday purposes only. We do not accept bookings from Hirers under the age of 21 years.

## 2. Initial Payment

Bookings will be confirmed upon receipt by us of the required deposit payment, which is 30% of the rental cost. However, if a booking is made within 8 weeks of the holiday commencement date, the full rental will be required. Payment can be by cheque, or direct bank transfer. VAT is included in all charges. Cheques should be made payable to: Mrs M Paton. Bank details, for transfers, will be supplied on request.

## 3. Confirmation of Booking

Once the owners have issued a Confirmation of Booking, the Hirer is responsible for the total published price of the property and any extras as shown on the confirmation. We charge extra for towels. Any amendments to an existing booking are not effective until acceptance in writing is dispatched to the Hirer by the owners and any additional funds paid. Any amendments or changes to bookings will be charged a £50 administration fee.

## 4. Balance Payment

The balance of the Hire will be due for payment 8 weeks before the holiday commencement date. We have the right to cancel a holiday where full payment has not been received less than 28 days before the holiday commencement date. The deposit made on the booking is non-refundable.

## 5. Booking Cancellation

If you are forced to cancel your holiday you must inform us immediately. Your deposit is non-refundable. You will remain liable for full payment if you cancel within eight weeks of your holiday commencement date. If we are able to re-let The Retreat for the whole period, or part of the period, we will consider refunding part of the cost, subject to an £80 administration fee.

## 6. Holiday Insurance

We strongly advise that you arrange holiday insurance for your stay that includes cover for cancellation and your personal property.

The use of the accommodation and amenities offered is entirely at the users' risk. No responsibility can be accepted for injury, loss or damage to users' or visitors' belongings, subject to any legal liability for negligence.

The Owners cannot accept liability for happenings outside their reasonable control, such as breakdown of domestic appliances, plumbing, wiring, and temporary invasion of pests or damage resulting from exceptional weather conditions resulting in loss, injury or accident.

## 7. Damage

All damages and breakages are the legal responsibility of the Hirer and should be notified to the owners before the end of your holiday. The costs of breakages or damage will be payable on demand. However, minor damage or breakages will not normally be charged. Should you find on arrival any damage or broken items they must be reported to us immediately so that matters can be rectified.

## **8. Party Numbers**

The Retreat is a holiday home for up to four people, (plus an infant). Under no circumstances may more than four people, over 2 years of age, occupy the property. The owners reserve the right to refuse admittance if this condition is not observed. Only those listed on the booking may occupy the premises.

## **9. Hirer's Responsibilities**

The Hirer is responsible for the property, and its contents, and is expected to take all reasonable care of it, during the whole period of hire. Should there be any specific health or mobility difficulties which affect a party member this must be pointed out at the initial reservation stage so that the suitability of the property can be assessed.

The person who completes the booking certifies that they are authorised to agree to the booking on behalf of all the party members, including any changes. The person completing the booking must be over 21 years of age and a member of the party occupying the property. This person agrees to take full responsibility for all members of the party, and any visitors, during the hire period. In addition, the owner reserves the right to refuse or revoke any bookings from parties that may, in their opinion and at their sole discretion, be unsuitable for the property concerned.

## **10. Cleaning**

The property must be left clean and tidy. All equipment and utensils, etc. must be clean and put away at the end of the hire period. Should the property be found to require significant extra cleaning as a result of the condition in which it is left then these additional costs will be the responsibility of the hirer. We ask that, on the day of departure, all the beds which have been slept in are stripped and the sheets left in the rooms. If you use the open fire in the sitting room and/or the BBQ provided at the property, please ensure that they have been cleaned after use, for the enjoyment of future guests. This will avoid extra cleaning costs on your departure.

## **11. Smoking**

Smoking is not permitted at The Retreat.

## **12. Bins and recycling**

The bins need to be put out, at the front of the property, on the designated day. Full details of current recycling arrangements in Norfolk are in the information pack at The Retreat.

## **13. Pets**

The Retreat is a pet friendly property. We allow one dog, or two small ones. Please note that pets are not permitted on furniture, upstairs or on beds. A dog bed is provided. Every effort must be made to minimise additional mess created by having your pet on holiday with you and any extra costs incurred as a result of pets will be the responsibility of the hirer. Under no circumstances must a pet be left unattended in the property, and any damage to the owner's property caused by pets will be charged to the guest.

It is the responsibility of the pet's owner to ensure that the garden is left clean on departure. Bags are available for the use of dog owners. Please tightly tie them and put them in the black refuse bin at the front of the property.

A returnable damage & breakages deposit of £50 will be required to be paid before your arrival if you are bringing a dog or 2 small dogs. This will be returned at the end of your stay subject to any damage or breakages caused by your dog(s), and any additional cleaning required.

## **14. Use of the Accommodation & Amenities**

We, or our local agent, reserve the right to enter The Retreat if special circumstances or emergencies arise (without prior notice if this is not practicable or possible).

The owners reserve the right to repossess the holiday home at any time where the Hirer, or any member of the Hirer's party, has caused excessive damage or is found to be conducting themselves in an illegal,

offensive or immoral fashion. The owners shall not be liable to make a refund for any remaining portion of the hire term paid.

### **15. Availability**

The Hiring Contract is made on the understanding that the property and its facilities advertised will be available for the dates stated. In the unlikely event that the property is not available through events arising outside the control of the owners then we may be forced to cancel the booking. The Hirer will be advised as early as possible. In this case the Hirer will be entitled to a full refund. The Hirer will not as a result have any further claims against the owners.

### **16. Arrivals and Departures**

The arrival and departure day is Saturday. The property will be available from 4pm on the day of arrival and must be vacated by 10am on the day of departure. Please do not arrive early, unless previously arranged, as time is needed to thoroughly clean the property between lets.

**Key Collection** - You will be contacted a week prior to the start of your holiday with key instructions and directions for The Retreat. Keys must be returned according to the instructions on the day of departure.

**Left Luggage** - In the event that you leave something behind in the property, please inform us straight away so that the housekeeper can be aware to locate your property for you. We are happy to post things back to you, if opractical, but will apply a £15 minimum charge to cover administration, packing & postage. We are not responsible for anything left behind.

### **17. Complaints Procedure**

In the unlikely event that you feel you have cause for complaint, please let us know immediately and we will endeavour to put the matter right as soon as possible.

We will do all we can to rectify the matter for you during your stay. If we are unable to do this, and in our opinion your complaint is justified, we will arrange a re-imbusement of the cost of your holiday or part thereof. No correspondence can be entered into in the case of complaints made after you have returned home when it will be appreciated that it is quite impossible for them to be effectively investigated.

Our liability is limited to the price you paid, except in the case of legal liability for personal damage or injury, for which purpose public liability insurance is carried by the property owners.

### **18. Environmental considerations**

At the end of your stay please turn off all lights and electrical appliances and turn down the heating thermostat to an economic level. (Usually 15° centigrade).