

Terms and conditions

Booking Terms and Conditions for Thief Hole Cottages

1. CONTRACT

The Contract for a short-term holiday/wedding rental will be between the Owners of Thief Hole Cottages and Hall (referred to as “us” or “we”) and the person making the booking and all members of the holiday party (referred to as “you” or “your”) under the following booking conditions. UK law will govern the Contract. The contract of hire is not effective until we have received and processed the deposit. The contract will be subject to these booking conditions, and must be complied with. The party leader must be at least 18 years of age at the time of booking and the booking form must list names, addresses and ages of your party.

2. PAYMENT

Bookings are confirmed on receiving the deposit of 20% of the total cost. The balance of the rental will be due for payment two months before the start of your stay. We reserve the right to cancel a stay where payment has not been received two months before the commencement date. If the booking is made within 2 months of your start date, then payment will be due in full. Once you have a confirmed booking (i.e. the deposit has been paid and processed) you have agreed to these and the Hall terms.

3. CANCELLATION

Cancellations must be immediately notified to us by phone and confirmed in writing. If we are able to re-let your booking we will refund you the letting price re sold for (which may be less than you paid) and less an administration fee. If we are unable to re-let there will be no refund under any circumstances. Visitors are responsible for their own cancellation insurance. **We would strongly advise that guests take out a travel insurance policy which covers booking cancellations.**

4. TERMS OF USE

The agreement to stay in the properties for the holiday period does not create the relationship of Landlord and Tenant between the parties. You shall not be entitled to a new tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or at the end of the Holiday Period. On departure, you are requested to leave the accommodation in a clean and tidy condition. This includes washing up, placing rubbish in bin liners and putting in outside bins, ensuring ovens are clean and free from grease etc..

5. CIRCUMSTANCES BEYOND THE CONTROL OF THE OWNER (FORCE MAJEURE)

If for any reason we have to cancel your booking in advance due to circumstances beyond our control for example fire, flood, exceptional weather conditions, epidemics, destruction/damage to the property (“force majeure”) you will be refunded the full amount of the booking. If we have to terminate your holiday early for the above reasons you will be refunded part of the booking fee based on the time remaining of the booking. This will be the full extent of the liability of the Owners. No additional compensation, expenses or costs will be payable.

6. NUMBER OF PERSONS USING THE PROPERTY

Under no circumstances may more than the maximum number of persons stated in the brochure and the web site occupy the property, unless by prior arrangement with the owners. We reserve the right to refuse admittance if this condition is not observed.

7. LIABILITY

Thief Hole Cottages, its employees and representatives shall not be liable to you or your party for loss or damage to property howsoever arising. You must take all necessary steps to safeguard yourselves and your property including your vehicle and contents.

8. CARE OF THE PROPERTY

You are responsible for the property and are expected to take all reasonable care of its furniture, pictures, fittings and effects, in or on the property. You must leave them in the same state of repair and

in the same clean and tidy condition at the end of the rental period as at the beginning. You must not use the properties for any dangerous, offensive, noxious, noisy, immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or other neighbouring properties. Smoking is not allowed in any of the properties.

9. DAMAGES & BREAKAGES

You are legally bound to reimburse us for replacement, repair or extra cleaning costs on demand. If you lose a key we will replace it upon you paying for the cutting of a new one.

10. RIGHT OF ENTRY

We shall be allowed reasonable right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

11. SMOKING -All of our cottages are strictly non smoking.

12. PETS

No pets will be allowed in the no pet cottages. For any special circumstances please contact the property owners for advice.

13. COMPLAINTS

Every effort has been made to ensure that you have an enjoyable stay. However, if you have any problem or cause for complaint, it is essential that you contact us immediately to give us the chance to resolve it while you are on site. We value your custom and want you to return.

14. DATA

All of your details will be kept unless notified.

Please notify the property owners if you decide to leave the property before the end of your stay or if you will be leaving the property empty overnight. If you are not entirely satisfied with your cottage, please contact the property owners immediately and every effort will be made to resolve the problem.