



TERMS AND CONDITIONS OF HIRE

1. TERMS

THE CONTRACT for a short -term holiday rental will be between Cranmer Holiday Cottages (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' in the following booking conditions. UK law governs the Contract.

The Contract of Hire is not effective until we have processed the deposit. The Contract will be subject to these booking conditions and must be complied with. When you make the booking you must be at least 18 years old and have the legal capacity to make the transaction at the time of booking. Details of all the guests must be given on booking and these details must contain names, addresses and ages of all the guests.

2. PAYMENT

Bookings are confirmed when we receive the deposit of 35% of the holiday cost. Deposits must be paid within 24 hours of the booking being placed. The balance of the rental will be due for payment 8 weeks before arrival and we reserve the right to cancel a holiday where payment has not been received 8 weeks before the arrival date.

If the booking is made within 8 weeks of the start of the holiday the full rental will be required.

If the booking is made within 14 days of the start of the holiday full payment must be received within 24 hours of placing the booking. Once you have a confirmed booking (on receipt of the deposit) you are responsible for the full rental cost even if you subsequently cancel.

3. CANCELLATION

Cancellations must be notified immediately by phone and email. If we are able to re-let your booking we will refund you the final letting price (which may be less than you paid) less an administration fee of £30. If we are unable to re-let the cottage(s) there will be no refund under any circumstances and you will still be responsible for the full rental cost.

If we have to cancel your booking in advance for any reason you will be refunded the full amount of the booking. If we have to terminate your holiday early you will be refunded part of the booking fee based on the time remaining of the booking. No additional compensation will be payable.

4. CANCELLATION INSURANCE

We strongly advise you to take out cancellation insurance.

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 (see below) you will be refunded the full amount of the booking.

If we have to terminate your holiday early for the reasons below you will be refunded part of the booking fee based on the time remaining of the booking.

No additional compensation, expenses or costs will be payable.

Circumstances amounting to 'force majeure' include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of

the cottage (which cannot reasonably be remedied to a satisfactory standard before the start of your holiday) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage or any similar event beyond our control. Such circumstances also include riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

6. PERIOD OF HIRE

You should not arrive before 4.00pm on the arrival day of your booking. You must leave your cottage by 10.00am on the day of departure. Failure to do this will result in you being charged a further day's rental. You must not use the property except for the purpose of a holiday during the holiday period and not for any other purpose or longer period. The agreement to stay in the property 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 House Act 1988 or other statutory security of tenure now or at the end of the Holiday Period.

7. NUMBER OF PERSONS USING THE PROPERTY

Under no circumstances may more than the maximum number of persons stated on the website (www.norfolk-luxury-cottages.co.uk) occupy the property. All children and infants must have allocated beds/travel cots. Names and addresses of all guests must be confirmed as soon as possible or at least eight weeks prior to arrival. Any persons other than members of your party must not use the facilities at Cranmer Country Cottages - including the swimming pool, games room, tennis courts or other play facilities.

We reserve the right to refuse admittance if this condition is not observed.

8. GROUP/PARTY BOOKINGS

Group or party bookings are accepted in communicating cottages (Owl & Wagtail - 8, Swallow & Woodpecker - 11, Garden House & Avocet - 12). Large bookings are only accepted by special arrangement and provided all details of guests are given at the time of booking or at least eight weeks prior to arrival.

9. LIABILITY

Cranmer Holiday 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.

10. 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.

- All washing up completed - load and run the dishwasher - we will put it away.
- Floors swept
- Rubbish bins emptied and rubbish placed in the correct bin next to the car park
- Unused clean towels left folded on a chair.

You must not use the property for any dangerous, offensive, noxious, immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or other neighbouring properties.

11. DAMAGES

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.

Keys not returned on departure will be charge to your security deposit. For the swimming pool key, this charge will be £30.00.

12. SECURITY DEPOSIT

You agree to us holding a security deposit for each cottage at the time of booking - this will be charged to the card you used to make the booking. We will delete the held security deposit once the cottages have been cleaned and checked. This is usually within 24 hours of departure. We will notify you by email if there are any charges to your security deposit once we have checked your property.

13. WIFI

Wifi is provided for the guest' reasonable use. We are in a rural location and our broadband speeds are limited. Streaming video, for example will knock out the wifi for the other guests. All the cottages have access to wifi but we cannot guarantee the service. Our three 5* cottages have wired LAN access. We also have a Conference Room which (subject to availability) can be made available to guests. All guests agree to reasonable and lawful usage of this service.

14. RIGHT OF ENTRY

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

15. COMPLAINTS

Every effort has been made to ensure that you have an enjoyable stay. However if you have any problems, please notify us as soon as possible so that we can, if appropriate, take remedial action. If a significant problem is not resolved to your satisfaction, please notify us in writing or by email as soon as possible.

For all complaints and claims which do not involve personal injury, illness or death we regret that we cannot accept any liability if you fail to notify us of any complaint or claim during your holiday and write to us with full details within 28 days of the end of your holiday.

16. DATA PROTECTION POLICY

In order to process your booking and to ensure that your holiday arrangements run smoothly and meet your requirements we need to use the information you provide such as name, address, any special needs etc.

We take full responsibility for ensuring that proper security measures are in place to protect your information. The information may also be provided to security or credit checking companies, public authorities, such as customs/immigration if required by them or as required by law.

We will not pass on any information to any person not responsible for any part of your accommodation. This applies to any sensitive information that you give us such as details of any disabilities or dietary/religious requirements (in making this booking you consent to this information being passed on to the relevant persons). You are entitled to a copy of your information held by us. If you would like to see this please contact us.

We will hold your information, where collected by us, and may use it to inform you of offers in the future or to send you brochures. If you do not wish to receive such approaches in the future, contact us. Your date will never be sold. As members of Premier Cottages (a marketing collective of the best four and five star cottages in the UK) we have agreed to supply to Premier Cottages Ltd the names, postal and email addresses of all guests booking with us during the previous year in order that these guests may be sent a Premier Cottages brochure and promotional emails from time to time. By accepting these terms and conditions you are indicating your consent to receiving these communications unless you let us know. Any time you would like your details removed from this list all you need to do is to click the unsubscribe

link on any of the emails or contact us on bookings@norfolk-luxury-cottages.co.uk and we will arrange for you to be removed from the database.

17. SWIMMING POOL

All visitors agree to abide by the Swimming Pool Rules for the use of the pool when they make a booking online. Pool access keys must be returned at the end of the stay, loss will incur a charge of £30.00. The swimming pool is only available for guests staying at Cranmer Country Cottages not their casual visitors. Keys will be handed over only when we have a signed Swimming Pool Rules form.

Use of the pool is entirely at own risk; no lifeguard; no lone swimmers; no unaccompanied children under the age of 16, no hoist. Ensure you have read the Swimming Pool Rules. All reasonable care must be taken by you and all rules displayed on the pool side and the information pack must be obeyed for your own safety. Failure to observe these rules may result in the swimming pool being closed. If the pool cover, jet stream or any pool equipment is damaged you will be charged the full replacement cost. We make every effort to keep the swimming pool open all season, however it may be necessary to close it due to contamination, mechanical breakdown or other circumstances beyond our control. No compensation will be paid in these circumstances.

17.2 Pool Timetable

The pool is available for guests' use daily in accordance with the timetabled hours shown on our website. Details are also found in the cottage information pack and adjacent to the pool door. We reserve the right to change the availability of the pool in the event of an emergency.

17.3 Children

Children under the age of 16 must be accompanied by an adult (over 18) in the pool building. Infants must wear neoprene swim suits as well as swim nappies. Children under the age of 2 must be accompanied by 1 adult to 1 child.

17.4 Lone Swimming

Lone swimming is not allowed for health and safety reasons because we have no lifeguard.

17.5 Pool Availability

The swimming pool is available for use by guests on site only and not their visitors. We reserve the right to cancel guest access to the pool if guests do not adhere to the Swimming Pool Rules.

18. CHILDREN'S PLAY AREA

Children using the play area must be supervised by you at all times. We make every effort to keep the children's play areas open all season however it may be necessary to close the facilities due to mechanical breakdown or other circumstances beyond our control. No compensation will be paid in these circumstances.

19. ASSISTANCE DOGS

Registered assistance dogs will be accepted free of charge in End Cottage, subject to availability and request at time of initial booking.

20. DISABLED ACCESS

Where access to or the layout/features of any cottage make it unsuitable for visitors with mobility difficulties we have made every effort to ensure that the website makes this clear. To make sure that the accommodation booked is suitable for visitors with disability it is essential that all booking applications from parties including people with special needs have read our Access Statements.

Please let us know as to whether or not the disabled visitor will be accompanied on their holiday by an individual able to attend to all their requirements.

21. FIREWORKS AND CHINESE LANTERNS

We are in a rural area with wildlife and farm livestock in close proximity so fireworks and Chinese lanterns are strictly forbidden.

22. PETS

No pets are permitted on the main Cranmer Country Cottages complex or at reception.

End Cottage can accommodate one well behaved dog subject to a fee of £20 (payable on booking). Dogs are not allowed upstairs or in the bedrooms. Dogs should not have contact with soft furnishings and are not permitted on the sofas

We will levy an extra cleaning charge if they have been on the beds or on the uncovered sofas and damaged sheets will have to be paid for.

23. SMOKING

This is a non-smoking establishment. This means anywhere on site, inside or outside.

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