



*Please note – When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed by post or email.*

## Booking Terms and Conditions for Cranmer Country Cottages

### *THE CONTRACT*

THE CONTRACT for a short-term holiday rental will be between the owners of Cranmer Country Cottages Owners (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 will govern the Contract. The Contract will be subject to these booking conditions, and must be complied with. The person whose name is on the booking form (referred to as the “Responsible Person”) agrees to take full responsibility for ensuring that all the following Terms and Conditions are adhered to by all members of the party. The Responsible Person must personally stay at the accommodation throughout the holiday and be at least 18 years of age at the time of booking. The names, addresses and ages of all members of the party must be shared with the Owners on request.

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### *PAYMENT*

Bookings are confirmed on receipt of the booking form and receiving the deposit of 35% of the holiday cost. The balance of the rental will be due for payment 56 days before the arrival date; you will be sent email notification that the balance is due. If your payment has not been received 56 days before the commencement date we will assume that you wish to cancel. If the booking is made within 56 days of the arrival date then payment will be due in full. No entry to properties will be allowed without payment, in full, being cleared beforehand.

### *CANCELLATIONS*

Cancellations must be immediately notified to us by email.

If you cancel 61 or more days before check-in date, and we are able to re-let your dates, we will refund you the deposit amount which may be less than you paid e.g. if the final letting price was discounted or only some of the days are re-let. If we are unable to re-let you remain responsible for the deposit and there will be no refund under any circumstances. You will be reimbursed at check-out date of original booking.

**Bookings placed after 01 June 2020** have cancellation protection cover, meaning that if you cancel from 60 days up to and including 2 days before check-in date, you will receive a full refund of the lodging costs you have paid. Only lodging costs are refunded. Additional extras, including but not limited to cleaning fees, tax and other ancillary charges are not refunded. Refund payment for cancelled booking will be released back to the cancelling guest on the scheduled date of check-out of the original booking. Cancellations made 1 day prior to or on the day of check-in will not be eligible for refund. Example: for a check-in on Saturday you could cancel the prior Thursday, but not Friday (1 day prior) or Saturday (day of check-in).

**Bookings placed before 01 June 2020** are not cancellation protected, meaning that if you cancel between 60-42 days before check-in date, and we are able to re-let your dates, we will refund you the deposit amount which may be less than you paid eg: if the final letting price was discounted or only some of the days are re-let. If we are unable to re-let, you remain responsible for the deposit and there will be no refund under any circumstances. You will be reimbursed at check-in date of original or replacement booking, whichever has the later arrival date. From 42 days before check-in to the day of check-in, you remain responsible for the full rent and there will be no refund unless we are able to re-let your dates, in which case we will refund you all or part of the sum you have paid, depending on the value of the replacement booking. You will be reimbursed at check-in date of the original or replacement booking, whichever has the later arrival date.

## *SECURITY DEPOSIT*

All bookings are subject to Cranmer Country Cottages holding a refundable, security deposit against each booked property. The security deposit is held against a guest's credit/debit card towards any damage, loss or loss of rental suffered by Cranmer Country Cottages as a result of the conduct of a guest or any member of the Guest's party or other person authorised to enter the property by the guest or the guests party.

The full amount of monies requested for the security deposit must be authorised by the cardholder against a valid debit/credit card at the time of booking. The deposit monies will be held by our card processor from the date when the guest pays the final balance for their holiday, or within 14 days prior to arrival.

Each property is inspected after the Guest's departure by us. Cranmer Country Cottages aims to refund the security deposit within 7-14 days of Guest departure from the property, provided no loss, damage or unreasonable cleanliness has been caused to the property, its contents, fixtures/fittings etc.

If any loss, damage or unreasonable cleanliness is identified, you will be notified of the value of such loss/damage and this will be deducted from the security deposit.

## *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 lodging costs 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.

## *LIABILITY*

As far as the law allows, Cranmer Country Cottages, its employees and representatives shall not be liable to you or your party for loss, damage or injury to you or any of your party or your/their property or vehicles as a consequence of this agreement or the occupancy following thereon.

You indemnify Cranmer Country Cottages against loss, damage or injury sustained to the property or any persons as a result of any breach of these conditions or arising from the fault of you or any member of your party.

## *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.

## *ACCURACY OF DETAILS*

The brochure and website are as accurate as possible but cannot be warranted, nor do the descriptions form any contract. Whilst every effort is made to ensure accuracy of property descriptions and images, the facilities and services may alter. We reserve the right to alter or improve any of the subjects without notice.

## *TERMS OF USE*

You may access the property from 16.00 or 17.00 on the day of arrival as confirmed at time of booking, (earlier arrivals are strictly by arrangement only). Please note that departure is by 9.00 or 10.00 on your final day as confirmed at time of booking, (again, later departures are strictly by arrangement only). We need this time to ensure that the cottage is ready for your arrival after the previous guests. On departure, you are requested to leave the accommodation in a clean and tidy condition. This includes washing up, dishwasher emptied, placing rubbish in bin liners and putting in outside bins, ensuring ovens and barbecue are clean and free from grease. We reserve the right to make a charge of £35 for extra cleaning if the accommodation is not left in a satisfactory condition.

The property is let for the purposes of a holiday let. 'Holiday letting' is defined in the **Housing Act 1988** as 'a tenancy the purpose of which is to confer on the tenant the right to occupy the dwelling house for a holiday'. The booking agreement confers the right to occupy the accommodation for the agreed period only. You undertake to use the property solely for its purpose as self-catering accommodation and to accept the Owner's right to refuse access to the accommodation to any person, whether the Responsible Person or guest of the Responsible Person, deemed unsuitable. Causing a nuisance or disturbance to neighbours or

any unreasonable behaviour may result in the Owner requiring the Responsible Person or their guests to leave Cranmer Country Cottages.

### *NUMBER OF PERSONS USING THE PROPERTY*

Under no circumstances may more than the maximum number of persons stated on the Cranmer Country Cottages website occupy the property, unless by prior arrangement with the Owners, in which case there will be an additional charge at the Owner's discretion, and the arrangement must be confirmed in writing. We reserve the right to refuse admittance if this condition is not observed. Any persons other than members of your party must not use the facilities at Cranmer Country Cottages.

### *GROUP BOOKINGS*

Group bookings are accepted in our communicating and adjacent properties on our main site out of peak summer holiday season. The organiser or leader will be responsible for completing party details and ensuring all guests are made aware of our Letting Terms and Conditions. For Group Bookings our properties are grouped and booked together for everyone's comfort and privacy.

Larger bookings ie: bookings for more than 12 adults are subject to the whole site being booked exclusively with special permission of the owners who live onsite.

We request that no items are transferred between cottages. Each cottage is equipped with the correct equipment for the number of persons in the cottage. Where this does occur, this will be deemed as additional cleaning and could affect your refundable holding deposit.

We cater primarily for family bookings – therefore single sex groups and/or younger parties may not find us suitable.

We reserve the right to cancel any group bookings and refund payments that are made outside of the above terms or that will result in a Group Booking, that is not in accordance with the criteria set out above for Grouped Property Bookings.

### *CHILDREN*

Children under the age of 16 must be supervised by their parents/guardians at all times. Children must not be left alone in the cottages, gardens, play areas, courtyards, pool, tennis courts or games room.

### *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 undertake to leave the property secure if left unoccupied during the period of let. 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.

## *CATERING SERVICES*

We do not allow private chefs to use the facilities at Cranmer Country Cottages unless they have been approved by us and agreed to our Terms of Use. Please see our catering page for further information.

## *USE OF THE FACILITIES*

The communal facilities are strictly reserved for the use of clients and the owners of the property. Any of the on-site facilities may be withdrawn from use in the event of any circumstances which deem the facilities unsafe or present any risk to health and safety. The facilities will be withdrawn in the event of any misuse or failure to comply with rules and procedures. Children under 16 years of age must be supervised by their parents at all times when using the communal facilities.

## *SWIMMING POOL USE*

The swimming pool at Cranmer Country Cottages is strictly for the use of guests staying on site at Cranmer Country Cottages and not their friends or visitors. In agreeing to our bookings Terms & Conditions all guests agree to abide by our Health and Safety Rules for pool use at Cranmer Country Cottages. Use of the swimming pool is entirely at guests' own risk, no lifeguard, no lone swimmers, no unaccompanied children under the age of 16, no hoist. Infant swimming: infants must be over 6 months and we advise vigilance with regard to intake of pool water for infants under the age of 12 months (Salt water pool). All infants and young toddlers must wear Happy Nappy protective neoprene swimwear.

An electronic key is provided to gain access to the pool at prescribed session times – the times may vary depending on the season. Swimming is not permitted out of these times unless by special arrangement agreed by us. The pool may be closed for essential maintenance work, special functions or for any other reason, as we may feel necessary. We reserve the right to alter the rules and access to the pool at any time and for any reason. Guests using our pool must agree to abide by the Pool Safety rules on our website.

## *DAMAGES & BREAKAGES*

You are legally bound to reimburse us for replacement, repair or extra cleaning costs on demand (although we would not charge you for the odd glass or plate). If you lose a key we will replace it upon you paying for the cutting of a new one.

## *PROHIBITED*

The use of FIREWORKS, SKY LANTERNS and DRONES are prohibited on the grounds of Home Farm Cranmer and Cranmer Country Cottages due to risk towards dry arable crops and farm animals. Drones are not permitted to protect the privacy of the owners and guests staying at Cranmer Country Cottages

## *SMOKING*

Smoking is not permitted in any of the cottages or in the shared areas, gardens, games Room, pool & courtyards.

## *PRIVATE WATER SUPPLY*

Water at Cranmer is supplied via our private borehole. The naturally hard water is treated using UV and water softening treatment and tested by our local council twice a year. The water is not suitable for ingestion by bottle fed babies (Including when boiled).

## *INTERNET ACCESS*

Internet access is provided for guests' use. You agree to reasonable and lawful usage of this service. Cranmer Country Cottages is in a rural location and our broadband isn't superfast. Expect download speeds of 2-3Mbps.

## *PETS*

We only allow a dog(s) at Cranmer Country Cottages, and only in End Cottage, and only when have they been booked in and paid for. (£30 per dog, per week or part week/per cottage entered). Maximum of 1 dog allowed. Dogs are not allowed in any of the properties on any part of the main Cranmer Country Cottages site, gardens or courtyards.

Dogs must be house-trained, kept under proper control and not allowed on the furniture, and especially the beds, nor left unattended in the property. Dog hairs are to be removed from carpets and all dog waste collected and disposed of. Dog owners will be held responsible for any damage caused to the property, contents or garden by their dog and for any extra cleaning required. When out walking within the property grounds/estate, you must ensure that dogs are kept on a lead except where indicated. They must not be allowed to disturb livestock, deer or game birds. We reserve the right to seek details of any dogs in advance and to refuse permission for them to be brought to the accommodation for any reason, including if they are considered unsuitable in character, size or behaviour, or liable to be a nuisance or danger to other guests. Guests bringing dog(s) must agree to abide by the dog rules on our website.

## *REGISTERED GUIDE AND SUPPORT DOGS*

Registered guide and support dogs belonging to those with visual and hearing impairments are allowed in all properties even where the property description states that pets are not allowed.

Customers with allergies should be aware that Cranmer Country Cottages cannot guarantee that a registered guide and/or support dog has not stayed in their chosen property nor can Cranmer Country Cottages accept any liability for any suffering which may occur as a result of such animals having been present.

*DATA PRIVACY STATEMENT: See our Privacy Policy available on our website.*

*COOKIE POLICY: See our Cookie policy available on our website.*

## *COMPLAINTS*

Every effort is 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. We value your custom and want you to return. We are on site, and will do our best to resolve any problem.

## VAT

VAT is included in the rental fee. If VAT rates change, Cranmer Country Cottages reserves the right to amend prices accordingly.

## GENERAL

In the event that any individual term or clause stated in these Terms and Conditions of Let is not permissible by law, the remainder of the agreement shall remain valid.

*Last updated: 18<sup>th</sup> April 2020*