

CRANMER COUNTRY COTTAGES

TERMS AND CONDITIONS

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

1. THE CONTRACT

The Contract for a short-term holiday rental will be between Cranmer Country Cottages (referred to as "us" or "we") and the individual person making the booking ("Lead-Booker") 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 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. The "Lead-Booker" must be at least 18 years of age at the time of booking and prior to arrival we must be provided with a list containing the names and ages and contact details of all guests.

2. PAYMENT

Bookings are CONFIRMED on receipt the deposit of 35% of the holiday cost. The deposit must be paid within 3 days of booking being placed. The balance of the rental will be due for payment Sixty Days (60) prior to the holiday commencement date.

If you paid the Deposit by credit or debit card, you authorise us to use the details of the same credit or debit card to settle the balance of the rental. We will only act on this authority if you have not contacted us prior to the Balance Due Date to arrange alternative payment of the balance.

If for any reason we are unable to take payment of the balance by the due date and you are unable to promptly rearrange payment (or we cannot get hold of you to arrange for payment to be made) we will be entitled to treat that as your intention to cancel the Booking. If your Booking is made less than Sixty (60) Days prior to the Holiday Commencement Date then your Booking will only be confirmed and our Contract will only come into force once we have received payment in full for the Booking in cleared funds.

No entry to our properties will be allowed without payment, in full, being cleared beforehand.

We charge a booking fee payable at time of booking. The booking fee is non-refundable once the booking has been confirmed.

3. CANCELLATION

Cancellation by You

Cancellations must be immediately notified to us and confirmed in writing. The treatment of a cancellation will depend on

1. a) the date the booking was made

2. b) when the cancellation is made and
3. c) the reason for the cancellation

Bookings placed between 6th of June 2020 and 08 January 2021 are covered by Master Cancel, and are subject to different T&Cs (see below).

Bookings placed from 09 January 2021 will be treated based of the reason for the cancellation, the length of time between cancellation and your holiday, and our ability to re-let the property, as follows:

National Lockdown – In the event of a national lockdown that coincides with your holiday, where you are unable to travel, and we are prevented from opening, you will receive a full refund.

Regional/Local Lockdown – In the event that the address given on the booking (“Booking Lead” address) is put into Local/Regional Lockdown, rendering you unable to travel, and the period of restriction covers the period of your booking, you will receive a full refund. Please note that this applies only to the address given on the booking by the “lead-booker”, and does not apply if an unidentified party member at a different address is unable to travel due to local lockdown.

Your inability (or the inability of any, some or all of your intended occupants) or disinclination to travel to and stay at your hired Cottage for any reason. This includes – but is not limited to – illness (including Covid), a requirement or recommendation to self-isolate or quarantine, a call to jury duty, incarceration, change in personal or work circumstances, family emergencies, travel delays, vehicle breakdown, and delays with public transport. These remain at your risk and do not give rise to a right to cancel or to receive a refund unless we re-let the property, other than according to the sliding scale below. You are strongly recommended to take out UK travel insurance to cover these eventualities. **If you choose not to take out UK travel insurance then you accept responsibility for any loss that you may incur due to your cancellation.**

Travel Insurance

It is the responsibility of the “Lead-Booker” to acquire suitable travel insurance to cover their holiday, including Cancellation and Curtailment Protection Insurance. We strongly recommend that you take out suitable insurance which will cover you for possible cancellation of your UK holiday. There are several suitable options which include cover for COVID-related cancellation (see below), or you can look for suitable cover on comparison sites such as www.gocompare.com. We are not selling, promoting, endorsing or recommending any particular product, and do not benefit financially or have any formal relationship with any of these providers.

<https://www.coverwise.co.uk/Travel-Insurance/corona-virus.aspx>

<https://www.allianz-assistance.co.uk/travel-insurance/Covid-19-travel-insurance.html>

<https://www.trailfinders.com/insurance#/step1>

Refunds

All refunds will be subject to deduction of a non-refundable administration fee of £90 to cover our costs and third-party costs related to the cancellation and remarketing (these costs

include our admin costs, re-marketing costs, bank fees, accounting fees and agency fees or commission payments).

A cancellation charge will be made based on the number of days notification of cancellation given by the person making the booking to Cranmer Country Cottages, and whether the cottage is re-let for the period of the cancelled stay. Cranmer Country Cottages will apply the scale shown in the table below to determine the amount of the refund payable to you. If the cottage is not re-let, this will be a percentage of the total cost of the holiday. If the cottage is re-let, the amount refunded will be the rebooking value (which may be less than you paid) less the non-refundable administration fee of £95. For the purposes of this Condition, the total cost of the holiday shall include any extra items ordered by the Holidaymaker.

Part Cancellations – If any person(s) in your party needs to cancel, this will not affect the total cost of your booking. In addition, no refunds are payable in the event that you cut short your stay.

Refunds for cancellations more than Sixty Days (60) out will be made within 3 working days of the date of cancellation, which must be in writing (by email). Refunds for cancellations made less than 6 weeks out will be made within 3 working days of the earlier of either the rebooking date, or the start date of the holiday (as the refund amount will depend on the rebooking value).

Time from Cancellation to Arrival	Cottage not rebooked	Cottage rebooked
	We Refund to you	We Refund to you
> 6 weeks	Deposit less £95	Deposit less £95
36-42 days	60% of total cost	Rebooking value less £95
29-35 days	50% of total cost	Rebooking value less £95
22-28 days	40% of total cost	Rebooking value less £95
15-21 days	30% of total cost	Rebooking value less £95
8-14 days	20% of total cost	Rebooking value less £95
0-7 days	10% of total cost	Rebooking value less £95

Bookings placed between 06 June 2020 and 08 January 2021 have Cancellation Protection cover under our Master Cancel Policy if you cancel up to 2 days prior to arrival.

If you cancel up to and including 2 days before check-in date, you will receive a full refund of the lodging costs you have paid. Refund payment for cancelled booking will be released back to the cancelling guest at the latest within 2 weeks of cancellation. 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 before 16.00 and be reimbursed in full, but not on Friday (1 day prior) or Saturday (day of check-in). For this reason, we strongly recommend you take out your own travel insurance for UK holidays which covers booking cancellations. This is available at very affordable rates, and gives you the peace of mind that you will get your money back if you need to cancel your holiday. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.

Bookings placed before 06 June 2020 are not cancellation protected, meaning that if you cancel before the date the balance is due, 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. From Sixty Days (60) 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, less a 10% administration fee. You will be reimbursed at check-in date of the original or replacement booking, whichever has the later arrival date. We would strongly advise that guests take out a travel insurance policy which covers booking cancellations. This is available at very affordable rates, and gives you the peace of mind that you will get your money back if you need to cancel your holiday. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.

Cancellation by us

If we (Cranmer Country Cottages) have to cancel your booking for any reason, including a Force Majeure event, meaning any of the following circumstances which may hinder or prevent the performance by us of the Contract, **you will be refunded in full.**

- (a) acts of God, flood, drought, earthquake or other natural disaster;
- (b) epidemic or pandemic;
- (c) terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations;
- (d) nuclear, chemical or biological contamination or sonic boom; (e) any law or any action taken by a government or public authority, including without limitation imposing a restriction, prohibition, or failing to grant a necessary licence or consent;
- (f) collapse of buildings, fire, explosion or accident;
- (g) any labour or trade dispute, strikes, industrial action or lockouts;
- (h) non-performance by suppliers or contractors; and
- (i) interruption or failure of utility service, and the period of closure covers you booking

4. CIRCUMSTANCES BEYOND THE CONTROL OF THE OWNER

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, expenses or costs will be payable.

5. BOOKING FEE

Cranmer Country Cottages charges a Booking Fee payable at time of booking. The Booking Fee is non-refundable once the Booking has been confirmed.

6. PERIOD OF HIRE

You should not arrive before 4pm* on the commencement date, and leave by 10am* on the day of departure. Failure to do so may 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 Housing Act 1988 or other statutory security of tenure now or at the end of the Holiday Period.

* During the Covid-19 Pandemic additional cleaning protocols have been put in place. Arrival time is not before 5.00pm and departure is strictly by 9.00am as per arrival instructions issues at time of booking.

7. NUMBER OF PERSONS USING THE PROPERTY

Under no circumstances may more than the maximum number of persons stated on the web site occupy the property. 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.

8. 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 "Lead-Booker" 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 15 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.

9. OUR LIABILITY

Cranmer Country Cottages, its employees, contractors 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. Nothing in this clause shall exclude or limit any liability that we are unable to limit or exclude by applicable law, such as liability for death or personal injury caused by our negligence.

10. CARE OF THE PROPERTY

You ("Lead-Booker") and your party 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 a reasonable clean and tidy condition at the end of the rental period. You must not use the properties for any dangerous, offensive, noxious, noisy, illegal or 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. Any damages will have to be paid for in full within seven days of notification. We recommend that you have insurance in place to cover this.

11. DAMAGES & BREAKAGES

All damages and breakages are the legal responsibility of the "Lead-Booker" and should be reported immediately and before the end of the holiday. The reasonable costs of miscellaneous repairs to and/or replacement of and/or additional cleaning of furnishings, kitchen equipment, crockery, glass, keys, bedding and towels damaged or soiled otherwise than by usual wear and tear during the period of the Booking by you or other members of your party shall be payable on demand to Cranmer Country Cottages. We have the right to enter the Property (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out). The Owner/NO reserves the right to repossess the Property at any time where you or any member of your party has caused damage, and in such circumstances the Owner/NO shall not be liable to make a refund of any remaining portion of the Guest Price.

12. ACCIDENTAL DAMAGE DEPOSIT/SECURITY DEPOSIT

The Accidental Damage Deposit is due with the balance of the Holiday Cost. The monies will be held against your ("Booking lead") payment card and will only be applied against the reasonable costs of miscellaneous repairs to and/or replacement of and/or additional cleaning of furnishings, kitchen equipment, crockery, glass, keys, bedding and towels damaged or soiled otherwise than by usual wear and tear during the period of the Booking by you or other members of your party. The balance of the Accidental Damage Deposit will be returned to you within 7 working days of the departure date. Where such costs exceed the Accidental Damage Deposit you agree to pay such excess to us promptly and in any event within 14 days of being notified.

13. 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.

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

14. 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 External Catering Terms of Use. Please the

catering page on our website for further information.

15. 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.

16. 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 booking Terms & Conditions all guests agree to abide by our Health and Safety Rules for pool use supplied at time of booking and available on our website.

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 secure close fitting protective neoprene swimwear.

An electronic key fob is provided to gain access to the pool at prescribed session times. The key fob is issued to the "Lead-Booker" on the understanding that you and your party understand and agree to abide by our Pool Safety Rules at all times. The key fob is the responsibility of the "Lead-Booker" the key fob is not transferable and should not be handed to any unaccompanied children or anyone outside of your booking group.

Pool session times and availability 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. Before using the swimming pool facility at Cranmer Country Cottages guests must agree to abide by the Pool Safety Rules on our website and attached to the booking form. <https://www.norfolk-luxury-cottages.co.uk/cottage-swimming-pool/#1505292934389-0f11ee33-f5fa>

17. WIFI

Wi-Fi is provided for the guest's reasonable use. The guest agrees to reasonable and lawful usage of this service.

18. RIGHT OF ENTRY

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

19. 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. We live onsite, and will do our best to resolve any problem where practicable. We value your custom and want you to return

20. 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.

21. DRONES, NIGHT LANTERNS AND FIREWORKS

The use of drones is not allowed without our express written permission. Fireworks are not allowed without our express written permission. Night Lanterns are expressly forbidden.

22. PETS

We only allow dogs in End Cottage, and only when have they been booked in and paid for. (£30 per dog, per stay). One dog is allowed in End Cottage. We may allow more dogs to stay but this must be agreed in writing before arrival.

Bookings that include pets are taken on the condition that all flea and worming treatments are up to date and we reserve the right to ask for written evidence of such treatment.

You are not permitted to leave pets unattended at the property at any time we require that pets remain on the ground floor and off furniture at all times – this is stated on the website property page for End Cottage. You, as pet owner, will be responsible for removing any evidence left by your pet and reimbursing us for any damage caused

Dogs are not permitted in any other properties owned by Cranmer Country Cottages or on the main holiday complex or within any of the shared grounds.

Guests bringing a dog(dogs) to End Cottage agree to abide by our **Additional Terms and Conditions for guests bringing their dog(s) listed on the website End Cottage property page.** <https://www.norfolk-luxury-cottages.co.uk/holiday-cottages/end-cottage/>

23 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.

Guests 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.

22. CARE OF YOUR PROPERTY

Your vehicles and their accessories and contents, and any property and valuables you bring with you are left entirely at your own risk.

If you leave any property behind, we will use reasonable endeavors to return it to you, although we reserve the right to charge you in advance for any reasonable postal or courier

costs. We may dispose of any unclaimed property after six (6) months.

24. DATA PRIVACY STATEMENT & COOKIE POLICY:

See our Privacy Policy available on our website and here:

<https://cranmercountrycottages.co.uk/privacy-policy/>

See our Cookie Policy available on our website and here:

<https://cranmercountrycottages/cookie-policy/>

25. VAT

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

26. GENERAL

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

Cranmer Country Cottages

January