

## **BOOKING CONDITIONS**

### **1. CONTRACT**

The letting of Lime Kiln Cottage for any period (to include Short breaks as herein after defined) ("the Tenancy") shall be between the owners of Lime Kiln Cottage and the person(s) named on the booking form ("the Tenant(s)") such expression to include any other person occupying Lime Kiln Cottage with the Tenant(s).

### **2. PAYMENT & CONFIRMATION**

Provisional bookings are accepted by email or by telephone. The booking is not considered confirmed until an official booking form is completed in writing, and returned with payment for rental deposit. We the owners will confirm the full details of the booking in writing or via e-mail to the Tenant.

Once confirmation has been issued the Tenant is liable for the total rent. The balance of rent must be paid at least 6 weeks before arrival, without further demand. **NB.** In the case of bookings made within 6 weeks of the commencement of the holiday the full amount must be sent with the booking form. The acknowledgement of the balance (or full) payment will detail arrangements for the key to Lime Kiln Cottage.

### **3. CANCELLATION**

Any cancellation must be made in writing to Wendy Bacon, Avalon 15 Bristol Road, Stonehouse, Gloucestershire GL10 2BQ. The rental deposit will be forfeited, unless re-let. If Lime Kiln Cottage is re-let the Tenant will receive a full refund of the rental paid less a £20 administration charge.

### **4. ARRIVAL & DEPARTURE**

Lime Kiln Cottage is available for occupation from 3.00pm on the day of arrival and must be vacated by 10.30am on the day of departure.

### **5. EQUIPMENT FAILURE**

Every effort is made to ensure all items of equipment described and supplied in Lime Kiln Cottage are in good working order; however no guarantee is given or liability accepted if breakdowns occur before or during a Tenancy. We will endeavour to organise repairs or replacements as quickly as possible.

### **6. TENANTS OBLIGATIONS**

- i) The Tenant will take all reasonable care of Lime Kiln Cottage and ensure that it is left clean at the end of the holiday.
- ii) Please be courteous, and considerate to neighbours they have joint access over the front entrance to the courtyard garden.

iii) We do not take a security deposit, but trust that in the event of breakages, the item will either be replaced by yourselves or a reasonable fee to be left for the replacement. Any damage or breakages to Lime Kiln Cottage fittings or equipment must be reported immediately. Tel 07980240922

## 7. COMPLAINTS

All complaints must be notified to the owners of Lime Kiln Cottage immediately to ensure sufficient time is given to investigate and/or take the necessary remedial action. Compensation will not be offered where the Tenant has denied the owners of Lime Kiln Cottage the opportunity to rectify matters during the Tenancy.

## 8. ACCESS

We reserve the right to access the property at all times for repairs and emergencies.

## 9. LIABILITY

We do not accept responsibility for injury to persons or loss/damage to possessions unless caused by proven negligent act or omission of ourselves, our employees or contractors, or agents of the same, whilst acting in the course of their employment. This includes loss or damage to vehicles and their contents, and to the personal possessions you bring with you.