



### 1. CONDITIONS OF HIRE

The Contract is made between the visitor and the owner of the property and is deemed to be made subject to these conditions of hire and the booking conditions and Information contained herein. The acceptance of a booking from a visitor creates a contract between themselves and the owner of the property. Once the deposit has been received, the holiday booking is then firm, and the full rent will be required within the agreed time period.

### 2. PAYMENT AND DEPOSIT

The Visitor will be asked to send a non-refundable Reservation Deposit of £200.00. On receipt of this the Visitor will be sent a provisional confirmation of the holiday details. Telephone reservations will be held for 4 days and officially confirmed once we have received your Reservation Deposit.

Security Deposit: £150. To be held against breakages, damages and extra cleaning if it should be necessary. This amount will be requested with the final payment.

The Security Deposit, or balance of Security Deposit, will be returned to the Visitor as soon as administratively possible (up to 14 days) after departure providing that everything is in order and all outstanding charges have been settled.

The Owner will be liable to account to the visitor for the full sum of the security deposit less any deductions applicable pursuant to the Conditions of Hire and Booking Conditions and Information contained herein.

The full rental must be sent to the owner by the date stated in the confirmation letter or email. This date will be confirmed once in writing. No other reminder will be sent for the payment.

2 (b) Changes to holiday dates after the Confirmation of Booking has been issued are subject to availability and the agreement of the Owner.

2 (c) We (The Owners) regret that we are unable to accept post-dated cheques and will return any that are received, this may incur an administration charge. We accept no liability for any charges incurred by the visitor should a post-dated cheque be inadvertently banked early.

### 3. OVERCROWDING

**THE MAXIMUM NUMBER OF GUESTS ALLOWED IS FIVE.**

**WE RESERVE THE RIGHT TO TERMINATE THE CONTRACT WITHOUT NOTICE IF THIS NUMBER OF GUESTS IS EXCEEDED.**

### 3A. GATHERINGS

**FAMILY GATHERINGS OR PARTIES INVOLVING ANYONE NOT INCLUDED IN A BOOKING ARE NOT PERMITTED UNLESS BY EXPRESS PERMISSION FROM THE OWNERS.**

### 4. PAYMENT BY OVERSEAS VISITORS

Visitors coming from outside the UK may pay by Bank Transfer (details on request). We strongly recommend overseas visitors arrange full travel insurance (including cancellation cover) in their country of residence.

### 5. ELECTRICITY, GAS AND FUEL

Gas and Electricity (except for electric vehicle charging) are included in the holiday cost. Any solid fuel (logs kindling and firelighters for wood-burners) are not included and are the visitors responsibility.

### 5a. ELECTRIC AND PLUG-IN HYBRID VEHICLE CHARGING

Charging may only be carried out using the on-site charging point. The cost is set out on our Electric vehicle charging info sheet and will be charged from your security deposit. **DO NOT CHARGE VEHICLES FROM A 3 PIN SOCKET AS THIS MAY CAUSE AN OVERLOAD.**

### 6. KEYS/ACCESS ARRANGEMENTS

The details concerning the access arrangements will be clearly detailed prior to the start of the holiday. On the day of departure, keys must be returned as instructed.

### 7. LINEN

Bed linen is provided for the number of visitors stated on the confirmation letter. Towels are provided on the basis of 1 bath towel per person and with a hand towel placed in each bathroom. Towels are not to be removed from the premises. Parties with young children are requested to bring waterproof under-sheets if necessary. If there are additional guests to those confirmed in a booking (up to a maximum 5) it is the guests responsibility to inform the owners so that bedding is provided.

### 8. ARRIVAL AND DEPARTURE TIMES

Visitors (unless otherwise stated) may take up occupation at any time after the time stated in the confirmation letter, and must vacate promptly by the stated time, on departure day.

### 9. ACCIDENTAL DAMAGE & BREAKAGES

Visitors are asked to please leave the cottage as they find it in a clean and tidy condition. Any damage or breakages are the responsibility of the visitor. Please advise the owners or their agents of any breakages so that repairs or replacement can be carried out promptly.

### 10. WEB SITE & LITERATURE

Whilst every effort is made to ensure that the details are accurate, no guarantee is given. The descriptions contained do not constitute part of an offer or contract.

### 11. PROBLEMS

We are most anxious that all visitors booking holidays with us will have an enjoyable time. In the event of a problem relating to the property, the Visitor should contact the housekeepers or owners immediately and we will do our utmost to resolve the problem.

### 12. CANCELLATION

The booking deposit is paid to reserve the cottage for you. It is refundable only at the owners discretion. Balance payments are refundable if cancellation occurs more than 30 days in advance of your stay, and 50% refundable between 14-30 days. For cancellations made 14 days or less prior to a visit, any refunds are at the owners discretion. We urge visitors to take out travel insurance to cover this risk.

### 13. HOLIDAY CANCELLATION INSURANCE

Visitors should arrange Holiday Cancellation Insurance if necessary. The Owners do not accept responsibility for a visitors cancellation or curtailment of a holiday.

### 14. PETS

Dogs are accepted subject to specific approval by the Owners. We accept a maximum of 2 dogs per party. Dogs should not be left unattended at the property. On departure, Visitors are responsible to ensure that the premises show no sign of a pets visit. Deductions will be made from the Security Deposit for any extra cleaning required either in the house or garden. Visitors must accept responsibility for containing dogs within the garden and to prevent them from causing a nuisance or damage. A £20 per dog per week charge will be requested with the payment of the balance.

### 15. HOUSEHOLD/ELECTRICAL APPLIANCES

From time to time household appliances, particularly electrical appliances, will 'give up the ghost'. If this does occur, please advise the Owners as soon as possible so that a replacement can be provided at the earliest possible moment. Any damage caused to appliances by the actions of a visitor will result in a deduction being made from the Security Deposit in respect of replacement. Any defunct appliances should be left at the property for later inspection.

### 16. CLEANING

Our housekeepers are engaged between lettings for thorough cleaning, however Visitors should make every effort to 'leave as they find'. If the Owners are required to pay for extra cleaning above the normal routine amount, this will be passed on in the form of a Security Deposit deduction.

### 17. RECYCLING, REFUSE

Visitors agree to follow the instructions posted in the kitchen as to what may be recycled and when to put the bins out for collection. An accumulation of refuse or recycling will be deemed to be the visitors responsibility, and may result in a security deposit deduction.

### 18. DRAINAGE

**DO NOT UNDER ANY CIRCUMSTANCES FLUSH WET WIPES, WASTE FOOD OR ANY INAPPROPRIATE MATERIALS, DOWN THE TOILETS.**  
**ANY BLOCKAGES RESULTING FROM THE SAME ARE CHARGEABLE.**

### 19. LOST PROPERTY

If any items left behind after your departure are to be returned, postage and packaging along with any other expenses incurred, will be either deducted from your security deposit or requested from the visitor prior to sending the item.

### 20. SMOKING

Smoking is not permitted at Maytime Cottage. A deduction will be made from the Security Deposit for the extra cleaning involved in removing smoke traces. This may include cleaning of soft furnishings, curtains and carpets.

### 21. ACCESS

The Owners retain the right to enter the property at their discretion, at any time. Notice will be sought in advance but cannot be guaranteed.

### 22. DATA SECURITY

We undertake not to share any of personal details with any third party without expressed permission.