

## **BOOKING TERMS AND CONDITIONS**

### **Pumphouse Cottage at The Manor House, Brewery Road, Trunch, Norfolk NR28 0PU**

Please read our booking terms and conditions carefully before booking, as these booking conditions shall be deemed to have been accepted by you when you complete and sign the booking form.

#### **The accommodation**

The Pumphouse Cottage is an original annex to the main building of The Manor House. It comprises bedroom, shower-room, living room and kitchen. Access to it is through a common yard and porch. There is also private access via the French windows of the living room. The cottage enjoys a large degree of privacy, but total privacy cannot be guaranteed. It is let as a self-catering holiday cottage (as defined by the Housing Act 1988) for a limited period each year.

**Access Statement:** Inside the Cottage all rooms are at the same level. There is a small step at each entrance. A ramp can be made available for one entrance. The shower is large enough to house a shower chair comfortably.

#### **The contract**

The contract is only effective once the completed booking form and required payment has been received and written confirmation has been sent to the Hirer. The contract is subject to English Law.

#### **Booking**

If reservations are made *more than* four weeks before the holiday start date, a deposit of one third of the total rental cost is payable. The outstanding balance should be paid four weeks before the holiday start date (no reminder is sent). If booking is made less than 4 weeks before arrival, the full rent is required at time of booking.

Failure to make full payment at the appropriate time may result in the cancellation of the booking and the forfeiture of the deposit.

If a booking is cancelled less than 4 weeks in advance of your arrival every effort will be made to re-let the Cottage. If it remains un-let due to the cancellation a refund will not be made. Should the Cottage be re-let a refund less the deposit will be made.

#### **Booking deposit**

A deposit equal to 1 / 3 (one third) of the full amount payable is required for a booking if reservations are made more than four weeks before the holiday start date (see paragraph "**Booking**"). The deposit is non-refundable, but if you are forced to cancel the booking please let us know as soon as possible, because if another party to replace you can be secured your deposit minus a £35 administration fee will be returned. Alternatively, your deposit can be transferred to an alternative booking within the calendar year, provided that the accommodation is not already booked by another party.

#### **Arrival & departure times**

Bookings usually run from Saturday to Saturday and access to the Cottage for guests is from 4pm on the day of commencement of the holiday hire until 10am on the day of departure. The cottage must be left in the clean and tidy condition in which it was found, locked and the keys must be returned to us (unless alternative arrangements have been agreed on separate contract form).

#### **Inventory**

An inventory list of all furnishings and contents of the Cottage shall be available at the start of your holiday. The hirer is responsible for checking the list and should notify any discrepancies immediately to the owners, or shall be deemed to have accepted the list as correct.

#### **Access to the Cottage**

The owner shall be able to enter the Cottage for all reasonable purposes. If any issues of concern re. the electrical supply of both the Pumphouse Cottage or the Manor House arise, immediate access to the kitchen area is to be granted unconditionally.

#### **Breakages Deposit**

A breakages deposit of £100 payable by cheque (with cheque guarantee card) or cash is required at the time of arrival. The cheque will not be cashed and will be destroyed (or returned) within seven working days of the end of the holiday, but will be kept if the Cottage is not left in the clean and tidy condition in which it was found, or to cover the cost of any damage to the property or contents. The hirer will be liable for any damage to the holiday cottage/property and its contents. The hirer will need to provide bank account details for the return of monies from this deposit when it is paid in cash.

#### **Return of Personal Belongings**

In the event of any items being left in the property, we will collect, pack and post the items back to you for a minimum charge of £12.00

#### **Cancellation**

The Hirer is advised to arrange **holiday insurance** to give protection in the event that the Hirer is unable, for any reason, to take up the holiday accommodation at the agreed time. The Hirer should notify us of any cancellation immediately.

For any cancellation before the arrival date, not only will the deposit be forfeited but also the balance of the holiday will be payable by the Hirer. If the property can be re-let then an appropriate refund will be made, **but the booking deposit is always non-refundable.**

### **Booking Alteration**

Rarely, for reasons beyond our control we have to cancel or alter arrangements made for the Hirer – in this event we will contact you as soon as possible to endeavour to find alternative accommodation, or offer a full refund of monies paid to date. We will not accept consequential damages and liability is limited to a full refund of monies paid.

### **Liability**

We accept no responsibility for any damage or injury caused by use of the accommodation and any amenities and such use is at the Hirer's own risk.

The details in the brochure may be subject to change in the future. The information given in the brochure and on our web site is believed to be correct and true at the time of going to press.

### **Occupancy**

The number of guests stipulated for Pump Cottage must not be exceeded under any circumstances, and only those listed on the booking form may occupy the premises. Infants (i.e. those 2 years old or under) will not count as guests as far as numbers are concerned but those 3 years of age and over will. Sub-letting is not permitted.

### **Signatory**

The person who completes the booking form must be over 18 years of age and realise that in doing so they agree to accept responsibility for the hiring party and accept the conditions of hire on behalf of all those listed.

### **Fuel**

All fuel (gas, electricity, firewood) is included in the tariff

**Smoking is NOT ALLOWED inside the Cottage nor in its grounds or those of The Manor House.** If guests smoke outside they are kindly requested to dispose of their cigarette butts in a rubbish bin to help keep the site tidy.

### **Parking**

There is ample off-road parking on-site

**No pets other than dogs are permitted.** A maximum of 2 dogs are usually welcome.

This is on the strict understanding that they are the responsibility of their owners and must be kept under control at all times. Dogs must be house-trained, wormed and free of fleas or contagious diseases. They are not allowed on any furniture. Owners must bring their own clean baskets and bedding for their pets. Dogs must never be left unsupervised on the premises of Pumphouse Cottage/ The Manor House at any time. They must never be left alone in or at the property. Owners must clean up after their animals – any fouling of lawns must be removed immediately and all pet hairs must be well cleared up before leaving. Dogs should always be cleaned outside the Cottage (outdoor tap, hosepipe and plastic bowl are all available) and under no condition in the shower or any other indoor facility.

If you wish to bring a dog or two dogs, we would like you to ring us to discuss our terms for bringing dogs before making any booking. Unless this is done, and you receive our written confirmation, dogs cannot be brought to the property.

### **Linen**

All bedding is **included**. During two week bookings fresh bedding will be provided on the intermediate Saturday of the stay.

### **Special Needs**

Pumphouse Cottage has been designed specifically for people with limited mobility and wheelchair access. All rooms are on ground floor level, and there are no stairs or steps between the rooms (See **Access Statement** above).

### **Refunds in the event of unavailability of the Cottage**

Should for any reason beyond our control (e.g. fire, vandalism etc) the cottage not be available for the date booked then any charges paid in full by the hiring party will be refunded in full. The hiring party will then have no further claim against the owners, Susanne and John Mason.

### **Breach of Contract**

If there shall be a breach of any of these conditions by any of the hiring party the owners reserve the right to re-enter the property and terminate the tenancy without prejudice to the other rights and remedies of the owner.

### **Complaints procedure**

We hope that your holiday will be an enjoyable experience and that the need to complain should not arise during your stay. However should it be necessary to complain we would ask that complaints be made to Susanne or John Mason during the stay so that they can be investigated immediately. In no circumstances can compensation be made for any complaints that are made after the holiday hire has ended, or where the hiring party has not allowed the owners to try to put matters right during the stay.

I have read and agree with your terms & conditions.

Signature \_\_\_\_\_ Date .....