

# HOLLY COTTAGE TERMS & CONDITIONS OF LET

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1. A deposit of £100, together with a signed reservation form, is required to book the property. Telephone reservations are accepted subject to receipt of the deposit and reservation form within the following 7 days. The UK government require accommodation providers to collect names and contact details of all guests staying in their property during the Covid-19 pandemic, so these must be supplied to the owner on booking.
2. Following receipt of your deposit, you will be sent confirmation of your reservation. The contract of hire, and liability for the full rental, becomes effective on despatch of this confirmation.
3. The balance of the rental is to be paid 6 weeks before the start of the holiday otherwise the booking may be deemed as cancelled.
4. In the event of cancellation your deposit will not be refunded. Should cancellation take place less than 6 weeks before the start of the holiday the rental is payable in full. This also applies if you are required to self-isolate because you have Covid-19, or you have been instructed to self-isolate by the NHS Track and Trace. It is therefore recommended that you consider taking out suitable holiday insurance.
5. If any guests develop symptoms of Covid-19 whilst in the cottage, they should return home safely in line with UK government advice. They should also follow NHS guidelines and must inform the owner. Guests who cannot leave safely and stay for longer than their bookings will be liable to pay the full weekly rate for the additional day(s).
6. There is a no smoking policy in the cottage.
7. The cottage will be available from 5.00 pm on the day of arrival. Please vacate the premises before 9.30 am on the day of departure. This is to allow for cleaning and disinfection during the Covid-19 pandemic.
8. Access to the property, either by the owner or a representative, shall be allowed at any reasonable time during holiday occupancy; however, if access is deemed necessary during the Covid-19 pandemic, you may be asked to vacate the property to minimise infection risks.
9. We are unable to accept liability to any member of the holiday party for any personal injury or sickness, loss or damage to property, including vehicles, however sustained, nor for the loss or theft of belongings and/or money during their stay.
10. Should, for reasons beyond our control, the cottage be rendered unsuitable for letting on the dates booked, all money paid will be returned in full. There would be no further claim against us.
11. Please note that the person named on the booking form will be liable for the cost of any breakages or damage to the property. You are asked to leave Holly Cottage in a clean and tidy condition.
12. On no account must furniture (including the cot) be moved to different levels of the cottage as there is potential for personal injury/damage to the property. All furniture must be left in exactly the same position/place as when you arrived.
13. You consent to the personal information on the 'Booking Form' being held in accordance with GDPR (2018) protocols and UK government advice on holding contact details data for all guests to assist NHS Track and Trace procedure.