

# Country Steading Holidays

## Terms & Booking Conditions

**General :** The properties are offered as self catering accommodation on a weekly basis. Short breaks can be arranged, out of season and at short notice during the high season, for a minimum 3 nights stay. The properties are available from 3pm on date of arrival and must be vacated by 10am on date of departure.

**To Make A Booking :** Go to [www.countrysteadingholidays.co.uk](http://www.countrysteadingholidays.co.uk) and view our 3 properties. Once you have decided on a property, please telephone Tina on 01464 871065 or e-mail [info@countrysteadingholidays.co.uk](mailto:info@countrysteadingholidays.co.uk) to check availability. We can then hold this provisionally for 3 days giving you time to complete the booking form and send in your cheque. Alternatively you may pay over the telephone by credit/debit card. If however your holiday is to take place within 2 weeks of booking, we will require you to pay by credit/debit card at the time of booking over the telephone, or send a cheque in full payment by return.

**Confirming Your Booking :** A 20% non-refundable deposit is required to confirm your booking. If however you are booking within 8 weeks of your holiday, payment must be made in full when confirming your holiday. Please note your holiday is NOT confirmed until you receive written confirmation from Country Steading Holidays. In the event that a property is not deemed suitable by Country Steading Holidays for the party or, due to circumstances beyond our control, a property becomes unavailable, Country Steading Holidays will refund payments received to date.

Your booking is made as a consumer and you agree, neither the company or owner will accept liability for expenses, costs, losses, claims or other sums that relate to any business however so suffered or incurred by you.

You must be over 21 years of age at the time of making your booking.

As soon as you receive the written/e-mailed holiday confirmation, you must check it carefully. Any errors must be reported to us immediately.

**Balance Payment :** The balance of your holiday rental is due at least 8 weeks prior to holiday commencement. This can be paid by forwarding a cheque or telephoning your credit/debit card details to us. Non-Payment of the final balance when it becomes due will constitute cancellation of the holiday and forfeiture of the deposit payment.

**Credit Card Payment :** To recover the credit card company charges levied on the company, we levy a 3% surcharge and this will be added to any credit card payment. There is no charge for debit card payments.

**Cancellation Protection :** We strongly recommend that you use holiday cancellation insurance to cover the cost of your holiday. This will provide you with peace of mind if an unforeseen event forces you to cancel your holiday.

**Holiday Cost :** The price quoted is for 7 nights accommodation from the changeover day which is shown against the property. Included in the price is electric, fuel (including starter pack of logs for wood burner), bed linen and towels. Prices quoted are in £ sterling and are all inclusive.

**Breakage Deposit :** A breakage deposit of £75 per week or part thereof will be required. The deposit must be paid in cash upon your arrival, and will be refunded within 3 weeks of your return, provided there is no damage. Any cost of repair or replacement items will be accounted for and deducted from your

deposit prior to being refunded. In addition, any soaked or damaged mattress must be replaced (with the same quality mattress) by the holidaymaker.

**Accommodation Details :** We endeavour to ensure the information regarding the property details is accurate and correct. However the information may have changed by the time you book so you must ensure you check all details of your chosen property including prices when you book. Occasionally, problems mean some facilities on site are not available or are restricted. The company will endeavour, as soon as practically possible, to inform the person who booked the holiday. Every effort will be made to rectify such problems as soon as possible, to ensure your holiday is, as booked.

**Short Breaks :** These can be arranged out of season and at short notice during high season. Please telephone Tina on 01464 871065 to discuss your requirement. An ansaphone is available to leave messages, in the event we are not able to take your call. Please leave a message including your home telephone number, and we will return your call.

**Occupancy :** Your holiday group must not exceed the maximum number of people the property will sleep as detailed in the property description. If it does, we will have to refuse you access to the property. If this does happen we will treat your holiday as cancelled by you and you will not be entitled to a refund of monies or compensation. The hirer shall not sub-let the property or any part thereof.

**Pets :** We regret pets are not accepted in our properties. If you book one of our properties, please do not bring any pet with you. If this does happen, we will have to refuse you access to the property. In this event, we will treat your holiday as cancelled by you and you will not be entitled to a refund of monies or compensation.

**No Smoking :** All of our properties are NON smoking.

**Equipment :** Each property is furnished and equipped to cater for the stated permitted occupancy and includes all kitchen requirements (pans, crockery, cutlery, utensils etc.). A list of all equipment, including major domestic equipment is provided and available within the property.

**Travel Cots & Highchairs :** There is limited availability of these items. These will be supplied free of charge. Cot bedding is NOT supplied. Please check at time of booking to confirm availability.

**Key Collection :** Your keys will be handed to you upon your arrival. Your property is available from 3pm on day of arrival and must be vacated by 10am on day of departure. In some instances we may be able to bring forward the entry time or extend the departure time, however we do require advance notice and we will only be able to confirm we are able to change the times 3 days before holiday commencement.

**Car Parking :** There is sufficient car parking facilities for a maximum of 5 cars on site. Please see individual property details for availability.

**Care Of Cottages :** Our properties are lovingly cared for and we ask that you treat the property with respect. All properties are thoroughly cleaned between each let. As there is only a limited period of time available to clean the properties, it is a condition of your let that you leave the property and it's contents as you find it. Any used bedding and towels should be placed in the

bath before you depart. Please report any damage/breakages to us immediately in order for us to fix/replace these prior to the next guests coming in.

**Complaints :** We work very hard to ensure you have a wonderful time on your holiday break. We will provide a quality assurance questionnaire, which we hope you will complete, and return to us. Please note any points where you think we can improve.

Any difficulties you have during your stay must be reported to us straight away so that your reasonable holiday expectations may be met. This is the quickest way to resolve problems that might occur.

**Access To The Property :** There will be occasions when we will require access to the property to carry out repairs, photography or various inspections etc. Wherever possible we will advise you as soon as we are aware of the date and time access is required. We will always accompany people on their visits.

**Cancellation, Changes & Alternative Accommodation :** We do not expect to make any changes to your booking but occasionally changes do occur during and after bookings have been confirmed and occasionally confirmed bookings have to be cancelled. In the case of these bookings being cancelled by us, we will offer you a full refund of all monies paid to us. Most changes are minor and the above option is not available in respect of minor changes.

In the unlikely event that we are unable to arrange the holiday accommodation requested, or if it becomes necessary to move you from accommodation you already occupy, we will endeavour to offer alternative accommodation locally, if available, of a similar type and standard. Should we be unable to secure alternative accommodation or the alternative accommodation proves to be unacceptable to the holidaymaker, a refund of all monies paid will be made (or a pro rata amount depending on length of stay prior to departure).

Our liability is limited to the above options, and if cancellation occurs due to circumstances beyond our control which could not have been avoided even with due care. Compensation will not be paid for minor changes or cancellations prior to departure.

**Holiday Cancellation & Reletting On Your Behalf :** Please note that, once a booking has been confirmed, you are liable for the whole cost of the holiday. However, we will endeavour to re-let the property and, if successful, we will make a refund to the value of any monies paid by the new hirer (please note this may not be the as the listed price, especially if it is a late booking), less a 10% administration charge. Accordingly, it is important that cancellations are advised to us by telephone followed by immediate written confirmation. FOR THIS REASON, WE STRONGLY SUGGEST THAT YOU TAKE OUT HOLIDAY CANCELLATION INSURANCE TO COVER EVERY EVENTUALITY. If unsuccessful all monies paid will be forfeited.

**Your Responsibilities :** The hirer is deemed the responsible person, and as such you are responsible for the property and its contents. You must keep all furnishings and fittings inside and outside the property in a comparable state of repair and condition as at the beginning of the holiday. The property cleanliness must be left in the same state as you found it. You are responsible to the owner for the actual costs of any breakage or damage along with additional costs that may occur caused by you or any member of your party.

You are expected to show due consideration for other people, not to abuse the property or display rude, dangerous or offensive behaviour towards the owner or other holidaymakers/third parties. Possession of the property can be refused or you can be asked to leave before the end of the holiday. If this happens we will

treat your holiday as having been cancelled by you and you will not be entitled to a refund of your holiday cost or compensation.

It is your responsibility to check the holiday property meets your needs and we cannot be responsible for ensuring the property is entirely suitable for your needs. An access statement is available for each of our properties, and we can send a copy if needed.

We cannot accept any bookings that are specified to be conditional upon fulfilment or a particular request. It is your responsibility to notify us of any information regarding a medical problem or disability that may affect your holiday at the time of booking. It is your responsibility to ensure that for every disabled member in your party there is also a person in your party who is able to manage them in the case of an emergency.

**Liability :** The following is applicable only where the owner or staff were at the time, acting in the course of their employment for Country Steading Holidays.

The owner and the company shall have no liability for any death or personal injury unless, in the case of the company, this results from the negligence of the company or its employees, or in the case of the owner, it results from the owner's negligence or that of any employee of the owner.

You must take all necessary steps to safeguard your personal property. No liability is accepted by the owner or the company in respect of damage to, or loss of, such personal property except, in the case of the owner, where the damage or loss is caused by negligence of the owner or that of any employee of the owner, or in the case of the company, where the damage or loss is caused by the negligence of the company or its employees.

**Data Protection :** For the purposes of the Data Protection Act 1998, Country Steading Holidays is the sole data controller of all personal data provided to us from our customers and prospective customers. The company will collect certain personal details from you including your name, address and credit/debit card details. The company would like to store and use your personal details for future marketing purposes. If you do not require us to contact you further, please let us know, and we will respect your wishes.

**Force Majeure :** Compensation payments will not apply where we cannot fulfil our obligations due to circumstances beyond our control. This would mean any event we cannot foresee with all due care, eg. riots, war or threat of war, terrorist activity, civil strife, natural or nuclear disaster, industrial dispute, adverse weather conditions, fire, epidemic or health risk and similar factors beyond our control.