

Faith Cottage Booking Terms & Conditions

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.

THE CONTRACT for a short-term holiday cottage rental will be between the Faith Cottage Owners (“us” or “we”), the person making the booking (“the party leader”) and all members of the holiday party (referred to as “you” or “your”). The contract will be subject to the following booking conditions and these must be complied with. UK law will govern the Contract. The contract for a rental is not effective until we have processed the deposit. The party leader must be at least 18 years of age at the time of booking and we must receive a list of names and age categories of each person in the holiday party and state the full postal address of the place at which the party leader lives (a separate form will be sent for these details to be recorded).

- **PAYMENT**

Bookings are CONFIRMED on receipt of the non-refundable deposit of 20% of the holiday cost. The deposit must be paid within 7 days of booking being placed. The balance of the rental will be due for payment six weeks (42 days) prior to the start date of the rental (the check-in date) and we reserve the right to cancel a holiday where payment has not been received six weeks before the commencement date. If the booking is made within six weeks of the check-in date full payment of the rental amount will be required at the time of booking. Payment can either be by bank transfer, cheque. We will contact you within 3 days of booking your holiday to give you the details separately.

- **CANCELLATIONS – AT YOUR REQUEST**

If you need or wish to cancel your booking you must notify us as soon as possible and also confirm this in writing. This will give us the chance to re-let the accommodation you have booked.

Provided your cancellation is notified to us in writing at least 42 days before your check-in date and does not fall within clause 4 below, you will receive a refund equal to all monies paid for the accommodation booked less the 20% deposit paid at time of booking. Any such refund will be made within 5 working days after the check-out date of the original booking. If you notify us of your wish or need to cancel less than 42 days before your check-in date you will be liable to pay any outstanding balance (if you have not already paid it).

- **CANCELLATIONS – COVID-19 RELATED LOCAL TRAVEL RESTRICTION LOCKDOWNS**

If your booking can't legally take place due to a COVID-19 national lockdown in the UK or Ireland; or a COVID-19 local lockdown in the UK or Ireland, either in Suffolk where Faith Cottage is based or where you (as the named booker) live; or the number of people attending it being in excess of those that are legally allowed to attend holiday lets in the area where the property is based, you can request a

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change of date at an Owner's discretion or receive full rental charges refund from the Owner, for any booking that departs before 01/01/2023.

The Owner will need to have all the necessary booking information before the relevant restriction is announced as evidence that we reasonably require before making a refund.

▪ **CANCELLATIONS – INABILITY TO TRAVEL WHEN TRAVEL IS NOT RESTRICTED BY COVID-19 RELATED REGULATIONS**

The inability of any, some or all of the members of the holiday party to travel to and stay at the holiday cottage for any reason (including but not limited to, illness, the requirement or recommendation to self-isolate or to quarantine, jury duty, incarceration, change in personal or work circumstances, family emergencies and travel delays etc) remains your risk and does not give rise to a right to cancel or to receive a refund, however please contact us and we will do our best to find alternative dates for your holiday.

- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur.
- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
- No parties or events – the maximum number of persons using the accommodation at any time must not exceed 6 persons (7 including a baby in arms). We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Bookings cannot be accepted from persons under eighteen years of age.
- The owner reserves the right to refuse a booking without giving any reason.
- We reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes, however we will endeavour to inform you prior to entering the property unless in an emergency situation.
- Holiday tenancies normally commence at 3.00pm on the day of arrival unless otherwise agreed and guests are required to vacate the rental by 10.00am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- Under no circumstances are pets allowed, we reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Faith Cottage is a strictly Non-Smoking Property, we reserve the right to terminate the booking without notice and without refund in case of a breach of this condition. There is a £150.00 additional deodorising/cleaning charge if smoking is detected in the rental property.
- Due to the thatched roof we regrettably inform you that no BBQ's are allowed outside.
- Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or

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damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage.

- Please do not move any furniture from one room to another.
- Please lock the doors and close the windows when you leave the property unoccupied.
- Please make sure you switch off lights or any electrical appliances when you go out, and never leave the woodburners lit and unattended.
- Please don't take any bath towels with you to the beach.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The client may in no circumstance re-let or sublet the property, even free of charge.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds.
- No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.
- The owners are not responsible for the loss of any personal belongings or valuables of the guest.
- All inventory must remain in the property and not be taken to another property.
- Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision.
- Please park your vehicles in the designated driveway, ensuring cars do not block access to other properties. Parking is limited to 3 vehicles.
- Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
- We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
- Candles are not allowed inside the house.
- Check-out – Time to leave the property is set at 10.00am, please ensure that all beds are stripped and that any dirty dishes are all washed up and/or in dishwasher and switched on.
- Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us and we will endeavour to put matters right. Any complaints not reported to us at the time and only reported after the client has returned from holiday will not be considered by the proprietor.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- This property is privately owned. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.