

DRAY MEWS SELF CATERING COTTAGES

Booking Terms and Conditions

1. CONTRACT

The contract entered into is between Dray Mews Cottages (The Owner) of the holiday let property (The Property) and the holidaymaker (The Hirer) which is the subject of these terms and conditions. The Hirer is also deemed to have accepted these terms and Conditions on behalf of all the members of their party and is responsible for informing them of these. The person signing the booking form is deemed to have accepted these terms and conditions on behalf of all the members of their party. Bookings are for holiday purposes only and cannot give rise to a tenancy.

2. PAYMENT

Bookings will be confirmed on receipt of a non refundable deposit of 20% of the total rent payable, together with the completed, signed booking form. The balance of rental plus the relevant damage/security payment is payable to Dray Mews Cottages not less than 6 weeks prior to the date of commencement of hiring. Confirmation will be sent on receipt of the deposit. Once the confirmation has been issued you are legally liable for the full balance of payment.

For bookings made less than 6 weeks before the commencement of hire the full amount will be payable, together with the damage/security deposit and signed booking form. Confirmation will be sent on receipt.

Reminders for the balance of payment will not be sent. The due date will be shown on your confirmation.

For security you may telephone with details of your credit/debit card. Deposits only may be paid by cheque. We also accept Bank Transfers. Please telephone for details. American Express is not accepted.

All payments must be accompanied by a completed, accurate and signed booking form.

3. ALTERATIONS OR CANCELLATIONS

Once your holiday has been confirmed you are legally liable for the full balance of payment and if you wish to make any alterations or cancel the booking you must notify Dray Mews Cottages in writing at the earliest possible opportunity. Dray Mews Cottages will acknowledge any alterations or cancellations in writing within seven days. If you do not receive an acknowledgement within this timescale you should contact us immediately. Once confirmation of a booking has been issued, if you wish to make alterations to the date of the booking Dray Mews Cottages will make an administration charge of £25 which will be payable at the time the new booking is confirmed. However, a request for alterations received 6 weeks or less before the start of the holiday will be treated as a cancellation and a re-booking.

In the event of cancellation Dray Mews Cottages will make every effort to re-let the property but you will be liable to pay the full rental costs if this is not possible. Any refund will be considered on the balance of payment only at our discretion, allowing for re-letting and the circumstances of the cancellation. The decision as to whether to refund is entirely at the discretion of Dray Mews Cottages and no correspondence or communication will be entered into in respect of such a decision. By making a booking and paying a deposit you are deemed to accept these terms and conditions. **You should therefore consider taking out an appropriate holiday insurance policy to cover the full rental cost in case of cancellation. Holiday insurance should be available through your own insurance broker.**

If the property is re-let Dray Mews Cottages will refund the balance payment only, irrespective of when the booking was cancelled.

5. RENTAL PRICES

The price includes electricity, gas and linen, one hand and one bath towel per person and tea towels. For bookings of more than one week a change of linen will be available at the end of each week.

Cot, highchair and stair gates on request, subject to availability. Please state if required at the time of booking. **PLEASE NOTE :Cot linen is not provided.**

All the properties are let for self-catering holidays by Dray Mews Cottages. Every care has been taken in preparing the description of each property, but some slight changes, in particular to furnishings may occur. Dray Mews Cottages reserve the right to alter/change, modify etc., any items. Dray Mews Cottages cannot be held responsible if, on arrival, the property does not meet your expectations.

6. NUMBERS IN PARTY/SUITABILITY/ELIGIBILITY

No more than the maximum number of persons as stated in the property description may occupy the property. Only those listed on the booking form may stay at the property, unless by prior arrangement. The owner reserves the right to refuse any booking which is unsuitable for the property concerned. The person making the booking must be over 25 and will be held responsible.

7. DAMAGE/SECURITY DEPOSIT

Dray Mews Cottages reserve the right to request a damage/security deposit which will be refunded within 7 days following the completion of the hiring, less any charges incurred as a result of the failure by the Hirer to meet his/her responsibilities as set out below in 8 and 9 below.

8. HIRERS RESPONSIBILITIES

The Hirer is responsible for the Property during the period of rental and is expected to take reasonable care of it. All equipment and utensils must be left clean and tidy at the end of the hire period and the contents of the dishwasher to be washed and emptied. The Hirer is expected to leave the property in the same state of cleanliness and general repair and the order in which it was found, i.e. if any furniture is moved round it is to be put back in its original position. An additional charge will be made if extra cleaning is required etc..

9. DAMAGE

Dray Mews Cottages will check the condition and contents of the Property and will notify the Hirer within 7 days of any additional cleaning costs or charges for damage and breakages for which the Hirer is liable. Payment shall be made by the Hirer immediately on receipt of the invoice in respect of the above charges. Where a security deposit has been taken, the charges will be deducted from the deposit and any balance refunded to the Hirer by Dray Mews Cottages within 7 days.

10. OCCUPYING YOUR HOLIDAY PROPERTY

Properties can be occupied from 15.30 on the day of arrival and departure is no later than 10.00, unless otherwise agreed with the owners.

ALLOCATED PARKING IS FOR ONE CAR PER COTTAGE WITH THE EXCEPTION OF DRAY COTTAGE WHICH HAS TWO. ADDITIONAL PARKING MAY BE AVAILABLE BUT CANNOT BE GUARANTEED. DUE TO THE LIMITED PARKING, VISITORS CARS ARE NOT PERMITTED WITHIN THE GROUNDS UNLESS BY PRIOR ARRANGEMENT WITH THE MANAGERS. ACCESS CODES ARE NOT TO BE GIVEN OUT TO VISITORS.

For the comfort of other guests and neighbouring properties, together with the possibility of causing damage to the grassed areas, **WE DO NOT ALLOW BARBECUES.**

11. RULES GOVERNING THE OCCUPANCY OF THE PROPERTY

1. Smoking is not permitted in any of the properties.
2. The number of occupants of the property should not exceed the maximum stated in the booking confirmation.
3. The Hirer shall not carry out any activity on the property which might cause a nuisance or annoyance to Dray Mews Cottages or the occupiers of any adjoining property and in particular no instrument, CD or tape recorder shall be operated on the property between the hours of 11.00pm and 8.00am.

12. DOGS

Dogs accepted in Shire Cottage only between 1 October and 31 March at an extra charge of £25 per week (except Guide Dogs which are accepted all year round at no extra cost). We would ask dog owners to observe the following rules:-

1. Dogs must be under strict control at all times while on the property.
2. Any fouling of lawns etc., must be cleared up without delay.
3. The owner must bring the dog's bed or basket for it to sleep in.
4. Under no circumstances are dogs to be left alone in the property.
5. Dogs may not lay on beds or chairs and dog's hair to be well cleaned up before departing.

13. RIGHT OF ENTRY

Dray Mews Cottages shall be allowed the right of entry to the Property at all reasonable times for the purposes of inspection or to carry out necessary repairs or maintenance.

14. BELONGINGS

Dray Mews Cottages does not accept any responsibility for the personal belongings of the hirer or their vehicle. It is the responsibility of the hirer to arrange appropriate insurance cover for these times.

15. COMPLAINTS

Occasionally things can go wrong. Whilst we hope you will never have reason to complain, we ask that if you are unhappy you contact the Manager of the property immediately in order for us to deal with your complaint as quickly as possible. Dray Mews Cottages regrets it is not possible to consider complaints once a property has been vacated.

16. LIABILITY

Dray Mews Cottages is not liable for any unexpected or unusual circumstances which are outside their control, such as severe weather conditions, failure of public utilities, fire, flood, drought, acts of riot, etc., and which may lead to facilities offered in this brochure becoming unavailable for all or part of the rental period.

Dray Mews/Booking Conditions 2012