

# Conditions of Booking

## CONDITIONS OF RESERVATION

The person whose signature appears on the booking form is responsible for the booking and warrants that he or she is over 18 years. Also, the aforementioned person shall be one of the occupants of the holiday home. The management will not be responsible to any persons listed on the reservation form for any loss or damage to property or personal injury. Bookings from non-family parties will be at the discretion of the management.

The number of persons including children and babies occupying the accommodation must not exceed the stated number of beds.

Only those persons listed on the booking form shall be entitled to occupy the accommodation allocated for their use.

Any faults found must be reported to the Management as soon as possible. Damage to the accommodation or equipment must be reported to the Management at once and must be replaced or repaired to their satisfaction. Losses will also be charged for.

The management reserves the right to refuse acceptance or to terminate the visit of any person whose conduct is detrimental to the villa.

## THE LAW AND YOUR HOLIDAY CONTRACT (CANCELLATIONS)

Once you have booked your accommodation and paid your 20% non-refundable deposit, both you and the proprietors of the villa have entered a binding legal contract which can only be broken by mutual consent. Please note an acknowledgement will be sent within 10 days for each deposit or payment, no booking exists until you have received that acknowledgement, all deposits are non-refundable.

The proprietor shall not be liable to any visitors (including those under the age of 18) for any personal injury, loss of, or damage to property, including motor vehicles, motorbikes, etc. however caused or sustained, be it by management or staff or other visitors.

## POSTPONEMENT AND CANCELLATION

This clause explains when you, or we, may cancel or agree to postpone your holiday due to Government restrictions. We prefer that you postpone but will always allow you to cancel where the law gives you the right to do so.

The rights in this clause are additional to any other rights either of us may have in our terms and conditions. We promise to keep all our customers safe. We ask you not to book if the law prevents you visiting or staying with us, or if Government guidance means that you should not visit or stay with us even if the law still allows you to. Our promise also means that there are limited circumstances in which we may need to cancel your holiday. Either of us also has the right to cancel your holiday, or any full unused days, if Government

guidance means that you should not visit or stay with us, even if the law still allows you to do so. If your holiday has not started, then we will refund your booking in full. If your holiday has started, then we will refund in full any full days unused when we cancel. We will not charge an administration fee and we will not deduct any Direct Costs.

## CHANGES TO OUR FACILITIES AND SERVICES

We may make reasonable changes to the facilities and services at the villa provided these changes do not materially reduce their quality. Our changes may reflect changes in relevant laws and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk.

If we make changes to the facilities and services at the villa which materially reduce their quality, we will give you the choice between confirming your booking, agreeing new booking dates with us or cancelling. If your holiday has not started and you decide to cancel, then we will refund your booking in full. If your holiday has started, then we will refund in full any full days unused when we cancel. We will not charge an administration fee, and we will not deduct any Direct Costs.

## START OF YOUR HOLIDAY

You will be sent your key codes prior to your stay, you will need to keep these with you at all times.

## LINEN AND TOWELS

Linen and towels are supplied free of charge. Highchairs and travel cots are available on request. Special linen and blankets for babies are not supplied. Smoking is not permitted.

## END OF YOUR HOLIDAY

The holiday villa must be vacated by 10am, all rubbish must be taken to the bins, which are in the car parking area. Please ensure that the villa is left CLEAN and TIDY. A charge WILL BE made for cleaning if the villa is not left in a clean and tidy condition and any damage or breakages will be charged for.

## PAYMENT OF A SECURITY DEPOSIT.

A refundable security deposit must be paid by cheque prior to your arrival (£250), this will either be returned or destroyed at your wish once the villa has been checked.

## PAYMENT OF BALANCE

The balance must be sent 28 days prior to arrival. Failure to pay may result in the cancellation of your holiday.

## CAR PARKING

Parking for two cars.

## VAT

Is included at the current rate. Subject to change in the event of a government change.

## Little Hill Farm Villa

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