



4 Church Lane, Lostwithiel, PL22 0DA
www.harmonycottagecornwall.co.uk

Terms and conditions of booking

The Parties

The parties to this Contract are:

- (a) "the Customer": the person who makes the booking, being eighteen years of age or over and who shall assume responsibility for all party members and visitors; and,
- (b) "the Owner": Mr & Mrs Routledge, 31 Brook Road, Fishponds, Bristol, BS16 3SQ.

Commencement and Operation of Contract

This Contract only comes into operation when the Owner issues a written confirmation form to the Customer following receipt and upon processing of the appropriate deposit. A booking for a holiday will only be confirmed when a deposit of 20% has been received by the Owner. Special Offer weeks are to be paid in full upon booking, and are non-transferable and non-refundable.

The Owner has the absolute right to refuse any bookings. In this case, monies received shall be promptly returned to the Customer. The Owner reserves the right to cancel or alter arrangements made for the customer whether before or during the relevant visit (a) Where any error has arisen regarding availability, (b) in any circumstance which arises from or is attributable to acts, events, omissions or accidents beyond the control of the owner or (c) where in the reasonable opinion of the owner, it is necessary to perform or complete essential remedial or refurbishment works.

The balance of the booking cost must be received by the Owner no later than 6 weeks before the Customer's arrival date. If the Customer books less than 6 weeks before the arrival date, payment of the total cost including the deposit shall be due immediately. Special Offer weeks are to be paid in full upon booking. All payments shall be made to the Owner.

Cancellation

(a) By the Customer. If the customer cancels the booking for any reason before the full payment is due (six-weeks or more before the holiday), the booking deposit of 20% shall be forfeited. If the customer cancels the booking for any reason following payment in full for the holiday, a 80% refund will be made only if and when the Owner re-lets at full rent. Special offer weeks are non-refundable. Non payment of the balance of rent before the due date shall cancel the booking and the booking deposit of 20% shall be forfeited.

(b) By the Owner

If, due to circumstances beyond the Owner's control:-

(i) the Customer's booking is cancelled, the Customer shall be refunded the full amount of the booking in an equal amount to time remaining.

Time and Commencement and Termination of Stay

The Customer must arrive not earlier than 4pm on the start date of the holiday and leave not later than 10am on the last day.

Occupancy

The number of persons occupying the property must not exceed the number stipulated in the booking form. The Customer must not use the Accommodation or allow its use for any dangerous, offensive, noisy, illegal or immoral activities or carry out any act that may be a nuisance or annoyance any neighbours.

Care of Property and Damages and Breakage

The Customer undertakes to take all reasonable and proper care of the property including all its contents and surrounds and to leave the property in the same state of repair, condition and tidiness as at the beginning of the stay. The Customer must notify the Owner immediately of any breakages or damages. The Customer may at the owners discretion be required to reimburse the Owner for replacement, repair or any extra cleaning costs.

Lost keys

The Customer undertakes to take all reasonable and proper care of the key to the property for the duration of the stay. In the event of loss of the key, the Customer shall inform the Owner immediately. A charge of £100 to cover replacements of locks will be payable in the event of lost keys. On departure, the Customer must ensure the key is returned to the secure box and the access code is not visible. The Customer must not tamper with the secure key box in any way.

Pets

Well trained dogs are accepted in Harmony Cottage on the condition that they are not allowed upstairs, on the furniture downstairs, nor left unattended for long periods in the accommodation.

- only two dogs are permitted at the cottage. Additional pets may be allowed at the Owner's discretion for an additional charge.
- the Customer must bring dog beds for their pets.
- the Customer must use the stair gate provided or another suitable obstacle to prevent their pet from going upstairs.
- the Customer must fully clean up behind any accidents that do occur in the cottage.
- the Customer must pick up behind their dog, especially in the town.

If, on departure, it is found that pets have been allowed upstairs and/or on the furniture, the Owner reserves the right to invoice the Customer for any additional cleaning charges incurred. The Owner's decision on this is final.

Smoking

Smoking is not allowed inside any part of the property.

Linen and Services

There are no additional charges for linen, towels, electricity, heating, gas and water services.

Liability

The Owner accepts no liability for any accident, damage, loss, injury, expense or inconvenience, which may be suffered, incurred, arrived out of, or in any way connect with the rental.

If the property which the Customer has booked becomes unavailable or unusable for any reason prior to the start of the date of the holiday or during the stay, then the Owner's obligation will be:

- to use their reasonable endeavours to find suitable alternative property, or failing which,
- to reimburse the client for any monies paid or in the case of disruption during a stay, pro rata.

The information and description given on the website is for guidance only. While every effort has been made to ensure accuracy, the Owner shall not be liable for any mis-description or incorrect information.

Rights of Entry

The Owner shall be allowed the right of entry to the property at all reasonable times for the purposes of inspection or to carry out any necessary repairs or maintenance. If the Customer reports a fault to the Owner, notice that access is required will be deemed to have been given.