

Nora Batty's Cottage Terms & Conditions

Contract

The contract is for a short-term holiday rental of the property specified on the booking form made between the client and the owners of Nora Batty's Cottage ('the owners'), Richard and Loretta Skelton, binding from such time that booking is made and inclusive of all the following conditions.

By making a booking the client contracts on behalf of him or herself, and all those in his or her party and represents that he or she has the authority to accept these conditions on behalf of, and binding upon, all guests in his or her party. The client must be over 18 years at the time of booking.

The person who makes a booking will be responsible for all persons included in the booking and should ensure that they are aware of these terms and conditions. We reserve the right to decline any booking or refuse to hand over a key to any person who has not complied with these terms and conditions.

Bookings are accepted on the understanding that the property is taken for holiday purposes only and that, excepting babies, the number of people in each property is limited to that entered on the booking form.

The client and any friends or family of the client visiting the property while the client is staying there must adhere to the conditions of the contract. If inviting friends to visit, the client must first seek the permission of the owners.

Payment

A deposit of £100 is payable on booking if the booking is made more than six weeks before the start of the rental. Bookings are provisional until a deposit is received can only be held for 48 hours on that basis. The balance shall be payable six weeks before the commencement of the rental. Non-payment of the balance of the rent may be construed as a cancellation of the contract by the client.

Cancellation

In the event of a cancellation the total cost is payable.

Any cancellation made by the client for whatever reason shall be in writing and addressed to the address on the website. On receipt of the notice of cancellation, we will seek to re-let the property for the period of booking. If a re-letting is achieved, we will refund the money already paid by the client less rent for any part of the period which was not able to be re-let and less an administrative charge of £25.

Clients are advised to take out holiday cancellation insurance covering sickness and unavoidable reasons for cancellation prior to their stay.

Period of Hire

Unless otherwise arranged, rentals for Nora Batty's Cottage commence at 2pm on the day of arrival and terminate at 10am on the day of departure.

Right of Entry

Whilst respecting the reasonable privacy of the client, we reserve the right to access the property at all times, if necessary, for repairs and emergencies.

General Care of the Property

The client shall take all reasonable and proper care of Nora Batty's Cottage and all furniture, pictures, fittings and effects in and outside the property, and leave them in the same state of repair, condition, cleanliness and tidiness as at the commencement of the rental period.

Breakages or Damage

The supervision of children, babies, and any adults requiring care remains the responsibility of the client at all times.

The client is required to inform the owner promptly of any damage or breakage in or around the property so that it can be repaired and replaced for the next client.

The client is bound to reimburse the owners for replacement, repair or extra cleaning costs where reasonably demanded by the owners for any damage caused by the client.

Clients agree to inform owners of any damage or loss however caused, excluding reasonable wear and tear incurred during occupation. Clients and their guests should not remove any item from the property. The owner may ask for reasonable replacement costs.

Cleaning

Clients are responsible for leaving the accommodation in a clean condition; otherwise a cleaning charge may be levied. Please note that the convention for UK holiday cottages differs from hotels in that guests are expected to leave the property in a similar state to which they find it (reasonable cleaning excepted). Please abide by this convention so we can continue to provide quality accommodation and good value for future guests.

Rules and Procedures

Upon arrival, clients are required to observe the rules and familiarise themselves with the procedures contained in the welcome note, and in the information folder provided in the property.

Clients should not cause nuisance or annoyance to occupants of nearby property.

If, in the opinion of the agent/owner, any person is not suitable to continue their occupation of the property because of unreasonable behaviour, damage or nuisance to other parties, the contract may be treated by the agent/owner as discharged and the agent/owner may repossess the property immediately. The client will remain liable for the whole cost of rental and no refund shall be due.

Complaints received from the client after departure cannot be accepted as owners will have had no opportunity to resolve the complaint at the time.

Smoking

Smoking is not permitted anywhere inside Nora Batty's Cottage.

Pets

No dogs or other pets are permitted in Nora Batty's Cottage, except by specific prior arrangement with the owners.

If a dog is permitted by special arrangement, it must not be permitted on the furniture or be left unattended at any time. The client is responsible for any damage caused by their dog, and liable to reimburse the owners for any necessary replacement or repair. The owners reserve the right to terminate the contract if the behaviour of a dog is considered unacceptable.

Liability

The owners of Nora Batty's are not liable for any loss or damage to any property belonging to the client or any member of the client's party howsoever caused.

The client or members of his or her party cannot hold the owners of Nora Batty's Cottage liable for any personal injury/death howsoever sustained where the owners have used reasonable skill and care; and/or where caused by the fault of the person(s) affected or any member(s) of their party (including inadequate supervision of children); and/or where caused by the fault of a third party, and/or where caused by an event that could not have been reasonably foreseen or avoided.

The owners cannot accept responsibility or liability for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government or public authority, or any other event outside our control.

The owners reserve the right to refuse any booking and to cancel any bookings already made if the property is unavailable (eg through fire, flood, etc) for any reason whatsoever, subject to a full refund of all monies paid (but no further liability). The owners shall be under any other liability if such cancellation occurs.

The owners cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, gas, electrical services, or exceptional weather.

No responsibility is accepted for loss or damage of property, (including pets), vehicles or vehicle contents belonging to the client or any member of the party during their occupancy.

Agency Bookings

Reservations for Nora Batty's Cottage are also accepted by Wyndham Vacation Rentals (UK) Ltd as agents. In these instances, in addition to Wyndham's T&Cs, the conditions of rental between the client and Nora Batty's Cottage remain valid. The contract is deemed to have been made once the client has paid a deposit and the agent has dispatched a confirmation of booking.