

## **TERMS AND CONDITIONS OF HIRE**

Please read our terms and conditions of hire carefully before booking, as these conditions shall be deemed to have been accepted by you when you submit a booking payment and confirmation has been sent. We cannot accept bookings from anyone under 18 years of age.

### **The Contract**

The contract entered into is between us 'the Owner, Yew Tree Barn Holiday Cottage, The Square, Upper Slaughter, GL54 2JF', and you 'the Hirer'. The contract is only effective once the booking has been accepted. We permit you to occupy the property for the hire period shown on the booking confirmation. Only those persons named on the booking confirmation are entitled to stay in the accommodation, and the total number in your party shall not exceed two persons unless otherwise agreed.

### **Booking and Payment**

Bookings will be confirmed upon receipt of the balance in full or a non-returnable deposit of 25% with the remaining balance due four weeks prior to the start of your holiday. If the booking is made within 30 days of the start of your holiday the full balance will be required. For bookings made through TripAdvisor or Airbnb the payment requirements may be different and will be detailed on your booking confirmation.

### **Cancellation**

You are advised to arrange holiday insurance to give protection in the event you are unable, for any reason, to take up the holiday accommodation at the agreed time. You should notify us of any cancellation immediately. If you cancel or the balance is not paid on time, the booking deposit (including any booking fee if applicable) cannot be refunded. If the balance payment is not received on time the booking will be automatically cancelled. If you have paid the full balance you will receive a 50% refund of the total cost (minus any booking fee if applicable) if you cancel at least four weeks before the start of the holiday, if you cancel within 4 weeks of the start of the holiday no refund is payable. The owner reserves the right to decline or cancel any booking, in the unlikely event of a cancellation by the owner; you will be offered alternative dates or a refund of all monies paid. For bookings made on TripAdvisor or Airbnb the cancellation policy may be different and will be detailed on your booking confirmation.

### **Complaints Procedure**

We take every care to ensure that your accommodation is satisfactory but, in the event of any complaint, please take this up with us immediately to give us an opportunity to resolve it.

### **Accident, Injury and Loss**

We accept no responsibility for any accident or injury sustained by you the Hirer or by any member of your party during the period of hire, nor for any loss or damage to any personal property including your vehicle and any contents.

### **Return of Personal Belongings**

In the event of any items being left in the property, we will collect, pack and post the items back to you. There may be a charge for heavy items.

### **Care of the property**

You shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects and leave them in a clean and tidy condition. We reserve the right to cancel any letting forthwith if you, or any member of your party, behave in such a way as to cause damage to the property or its furniture or contents, or if your behaviour causes a nuisance or annoyance to the owner of any neighbouring property.

### **Allergies**

Please be advised the sofa, scatter cushions and pillows are filled with feather. We are unable to provide substitutes.

### **Occupancy**

We reserve the right to enter the property if necessary for inspection purposes or to carry out any repairs or maintenance.

### **Non Smoking**

Smoking is not permitted.

## **Children**

The cottage is a one bedroom property with sleeping accommodation for two people only. The cottage has been risk assessed as unsuitable for children.

## **Pets**

Pets are not allowed except for assistance dogs, please advise.

## **Accessibility**

The cottage is accessed by a gravel drive making it extremely difficult for wheelchair users. There is a step into the cottage and a flight of stairs to the upstairs bedroom and bathroom. We ask guests with hearing difficulties to advise us of this at the point of booking.

## **Noise**

Upper Slaughter is a quiet village, however occasional noise from building work, lawn mowers, and other garden equipment cannot be avoided and we apologise in advance. Where possible you will be notified of any planned building work that may result in noise disturbance but we cannot be held responsible for it.

## **PRACTICAL INFORMATION**

### **Mobile Phone Coverage**

There is often limited or no mobile phone signal in the cottage. If you have concerns about being contactable in an emergency please advise at the time of booking so options can be discussed.

### **Heating and Lighting**

Electricity and heating are included in our prices, however, please take the same care in saving energy as you would at home. Your thoughtful use would be appreciated.

### **Linen**

Bed linen and towels are included in the rental price. This will include a set of bed linen, bath-mat, and a bath towel, hand towel and flannel per person. Tea towels will be provided in the kitchen. If your stay is more than 7 nights a further set of bed linen will be supplied.

### **Basic supplies**

We include some basic starter supplies: two rolls of lavatory paper, soap, dishwasher tablets and cleaning agents for the bathroom and kitchen. Also tea, coffee, sugar and salt & pepper. Between September and May we also provide a basket of kiln-dried logs and kindling.

### **Cleaning**

Please treat the property with the utmost respect and leave it in the same clean and tidy condition in which it was found. A Hoover and cleaning agents are supplied.

### **Arrival and departure**

Arrival/departure times, directions, and the key collection procedure will be sent to you on confirmation of your holiday. On the morning of departure please leave promptly to give our housekeeper time to prepare the property for the next visitors. We ask that you please leave the property as you found it with windows closed and the lights switched off.

### **Breakages**

Accidents do happen to the most careful of guests. We ask that serious spillages, breakages or any maintenance issue is reported to 07544 516665 at the earliest opportunity.