



## **RESORTS & RETREATS – TERMS & CONDITIONS**

We want you to have a great holiday and enjoy your time in our cottages – so we've set the terms & conditions below to help make sure you do.

These contain some important information about your holiday, and will also be the basis of the contract between us – so please read them carefully, and call us on **01565-755-693** if you're not sure about anything.

1. Booking - when you book any Resorts & Retreats properties you are making a contract between yourself (as the Hirer) and the Owners of the property. Resorts & Retreats (the Agents) act solely as the booking agent in this arrangement. (Resorts & Retreats do not own the properties which we offer for hire.) Your booking will be made subject to these conditions of hire and will imply acceptance of them. Once the Agents have sent you a confirmation of booking you will have entered into a legally binding contract.
2. The full cost of all bookings must be paid by credit card or cheque at least 60 days before the first day of the period you have booked.
3. If you book more than 60 days before the first day of the period which you want to book, you can choose to pay in full, or alternatively you can pay a deposit of 30% of the total amount due. Resorts & Retreats will send you written confirmation of your booking. At this point, your booking will be confirmed and firm.
4. Paying in full or paying deposits by cheque – Resorts & Retreats will reserve your booking for 5 working days to allow your cheque to arrive and clear. During this period no-one else can make a booking for the same property for the same time as you have booked. If your cheque does not arrive and clear within 5 working days, the property will be reopened to bookings and your booking will be cancelled.
5. The balance of the cost of the holiday rental is due 60 days before the first day of the period you have booked. You need to pay online or post a cheque to meet this deadline.

6. If full payment is not received by the due date (i.e. 60 days before the first day of the period you have booked), your booking will be cancelled. Any deposit you have paid to Resorts & Retreats up to this point will be retained. Resorts & Retreats will try to re-let the property you had booked. If the property is successfully re-let, your deposit will be refunded less an administration fee of £50.
7. Bookings made less than 60 days before the start of the holiday must be paid in full when you make the booking – Resorts & Retreats cannot accept a deposit at this point.
8. Cancellation – if you cancel your booking, Resorts & Retreats will try to re-let the property you had booked. If the property is successfully re-let, your deposit will be refunded less an administration fee of £50.
9. Exceptional circumstances – we will consider all exceptional circumstances.
10. Arriving - access to the property will be from 4pm (16:00h) on the first day of the period you have booked.
11. Departing - departures must be made no later than 10am (10:00h ) on the last day of the period you have booked. (This is to give us time to clean and check the property, ready for the next guests.)
12. Occupancy - the number of persons occupying the property must not exceed the number declared when booking nor exceed the maximum number stated on the website for that property. Property owners have the right to refuse entry to the property if this is not observed. Similarly, they reserve the right to refuse or curtail a booking where it transpires that information has been withheld from us, such as the actual number in or composition of the party.
13. Pets – you must declare your intention to bring animals to a Resorts & Retreats property when you book. Where allowed, a specific additional charge will be made for pets. Assistance dogs are of course exempt from additional charges – however, some properties cannot facilitate animals. We cannot provide bowls for food and water.
14. Cleaning – your holiday home will be fully cleaned prior to the start of your holiday. We ask that you keep it in a reasonable condition during your stay, and clean and tidy all rooms before you leave. Kitchen equipment should be washed and dried.
15. Access – owners are entitled to access the property during your stay for essential maintenance.
16. Complaints – all descriptions of the properties and facilities are made in good faith. If you have any cause for complaint, the Owner must be informed

immediately to allow them to rectify the situation. If this is not possible, a complaint should then be made to Resorts & Retreats.

17. Lost Property – Resorts & Retreats regret that we cannot accept responsibility for any property left behind in our properties. Owners will make every effort to locate anything you think you have left behind and return it to you. In this instance, we ask you to pay the costs of return postage in advance.

18. Found Property – anything found in the properties after your stay will be disposed of after 28 days.

19. Older Properties – we specialise in older and characterful properties, which our clients prefer. Naturally, these can have uneven walls and floors, and some evidence of damp. Visitors from more urban areas may be surprised to find that older properties in rural areas can have resident bugs, beasts and butterflies - so spider webs can appear at any time.

20. Accuracy - every effort is made to ensure the accuracy of all the information we give you, whether on the website or in print. We try to help you enjoy your stay in Resorts & Retreats properties by telling you about things we think you will enjoy doing or seeing; or information we think you will find useful in some way. however, we cannot guarantee the accuracy of this information, particularly regarding 'things to do' and travel facilities. Such things are likely to change at short notice. If any item is of particular importance to you, please call us to check the information before booking your holiday.

21. Insurance – your belongings and anything you bring with you are not covered by the owners' insurance, so we suggest you make sure you have adequate travel insurance.