

# BOOKING CONDITIONS - FERN COTTAGE

**We want you really to enjoy your holiday at Fern Cottage, so we would ask you kindly to spend some time carefully reading the booking conditions and general information, below.**

## GENERAL

Kestrel Energy Limited (KEL) is the owner of Fern Cottage.

## BOOKINGS

A booking confers upon the hirer the right to occupy the property only for a holiday within the meaning of paragraph 9 of schedule 1 of the Housing Act 1988, or any act that supercedes it.

- All contracts of hire shall be between the owner and the hirer
- All bookings are subject to the following conditions and will not be considered an effective contract until such time as written confirmation has been dispatched by KEL
- All bookings must be completed on the official KEL booking form and must be accompanied by the appropriate deposits and booking fee

## DEPOSIT

If a booking is made eight weeks or more before the start of the holiday, it must be accompanied by a deposit of 25% of the rent together with a refundable security deposit of £100. If a booking is made less than eight weeks before the start the holiday, it must be accompanied by the rental payment in full together with the refundable security deposit.

## FINAL PAYMENT

Once a booking has been confirmed by KEL, the full cost of the accommodation will become payable not less than eight weeks before commencement of the holiday, the date of which will appear on your Confirmation of Booking form. Failure to pay promptly may result in the booking being cancelled and the deposit forfeited. The security deposit will of course be returned.

## SECURITY DEPOSIT

Security deposits are held until two weeks after the holiday. The deposit will be returned in full except where deductions become necessary for excess cleaning, damage or breakages, loss of keys, international banking charges and postage and packing for any large items left in the property. Retention of the deposit does not limit the liability of the hirer for any greater sum. Deposits will be paid by cheque on the date indicated on your Confirmation of Booking. Details of any appropriate deductions will be posted to you on the same date. At least three working days must be allowed for payments to reach you by post.

## CHANGE OF BOOKING

KEL will endeavour to accommodate any changes of dates and reserves the right to charge a nominal admin fee of £15.

## CANCELLATION

In the event of cancellation no later than 8 weeks before the start of the rental period, the hirer will forfeit the 25% deposit. In the event of cancellation later than 8 weeks before the start of the rental period the hirer will be liable for the full cost of the holiday. However, KEL will endeavour to re-let the property for the whole or part of the holiday period. Should this be successful, the hire charges for any period re-let will be refunded, minus the original deposit of 25%. Therefore, the hirer is strongly recommended to purchase adequate travel insurance to cover possible cancellation and ensuing loss.

## ELIGIBILITY

As a condition of booking, Fern Cottage will not be let to groups of single sex parties comprising four or more or to groups of single people under the age of 25.

## OPTIONAL EXTRAS

The holiday rental is fully inclusive of linen (albeit not for the cot) to include duvet covers, bottom sheets, pillowcases, towels and tea towels. In addition, all utilities are included such as electricity, gas and all forms of heating. The only optional extras will be, by prior arrangement, for change of linen mid-way through a two-week holiday.

## PETS

Regrettably, we do not accept pets. In the event that the hirer does bring a pet or pets to Fern Cottage, the holiday will be cancelled with immediate effect

## PROPERTY DESCRIPTION

The property details in the summary brochure and on our website are a fair and accurate representation. Please contact us if you have any questions or require clarifications.

## NON-AVAILABILITY OF PROPERTY

In the unlikely event that a property becomes unavailable due to reasons beyond the control of KEL, the liability of KEL shall be limited to a full refund of all monies paid. No liability will lie with KEL thereafter.

## INJURY/LOSS ETC

KEL can not be held responsible for any accident, damage, loss, injury, expense or inconvenience suffered by the hirer or any other person connected with the letting, or to personal belongings whilst in the property or the grounds of the property.

## ARRIVALS AND DEPARTURES

All bookings commence at 4:00 p.m. on the day of arrival and terminate at 10:00 a.m. on the day of departure unless otherwise stated. Early access and extended departure will not be granted without written approval of KEL. The hirer will be liable for any additional costs whatsoever if this condition is not adhered to.

## OBLIGATIONS OF THE HIRER

- Not to exceed the number of persons indicated for the property or on the booking form.
- To ensure that the property is left in a clean and tidy condition and that all utensils, equipment etc are cleaned and that all furniture is returned to its original location.
- To behave in a manner so as not to offend or cause nuisance to occupiers of adjacent properties

## COMPLAINTS

In the event of any dissatisfaction with the property, the hirer shall report the matter to KEL as soon as possible. KEL will investigate immediately and undertake whatever action is necessary to solve the problem.

- Under no circumstances will a compensation claim be honoured if access to the property was denied during the letting period or the opportunity to rectify the matter.
- KEL cannot be held responsible for the likes and dislikes of the hirer.
- A charge may be made if a call out by an engineer or technician is considered unjustified.
- Under no circumstances will correspondence be entered into after the letting period has taken place if KEL was not informed of a problem or given the opportunity to solve the matter.
- KEL accepts no responsibility for work taking place outside the boundary of Fern Cottage, nor for noise or nuisance resulting from third party activity over which we may have no control or prior knowledge.