

Trenant Park Cottages Booking Form

Name

Address

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Postcode

Email

Telephone (Landline)

Telephone (Mobile)

Name of guests (ages if under 16 & passport number if not UK national)

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Dog details (Name, breed & age, please make sure you have read the terms and conditions regarding pets)

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Cottage Details

Name of Cottage

Arrival Date

Departure Date

No of nights

Total charge

Deposit amount (1/3 of total)

Any Special Requests or comments

Where did you hear about us?

Please sign and date this Booking form to confirm that you agree to the Trenant Park Cottages' Terms and Conditions of this agreement as provided by email and on the website
www.trenantcottages.co.uk

Signature & Date :

TRENANT PARK COTTAGES TERMS AND CONDITIONS

OWNERS: The owners of Trenant Park Cottages are: Elizabeth & Robert Chapman, Trenant Lodge, Sandplace, Looe, Cornwall PL13 1PH Tel: 01503 363936.(Us or We).

THE HIRER: this is person named on the booking form and they are responsible for all payments and any damages. Refunds will only be made directly to the Hirer (You)

THE BOOKING CONTRACT

A contract will only when we have received your deposit and confirmed your booking by email. The contract is governed by English law. These terms and conditions do not affect your statutory rights.

At the time of booking you must be at least 18 years of age and provide a list of names and approximate ages of all parties who will be staying the in the cottage. You are entitled to change members of the party prior to arrival provided you do not exceed the maximum occupancy of the cottage (or reduced occupancy agreed at the time of booking). You will need to provide details of such changes.

You, the Hirer are responsible for ensuring all members of your booking party comply with the obligations (as set out below)

1. DEPOSITS

Bookings will only be accepted on confirmation of availability from the owners and the Trenant Park Cottage's official booking form accompanied with a deposit one third of the total charge. This deposit is **non refundable** and we therefore strongly advise appropriate travel insurance cover is purchased. If a booking is made less than eight weeks before arrival the full rent is due at the time of booking. In the event of a booking not being accepted all fees paid will be refunded immediately.

2. FINAL PAYMENT

Once the booking form is received and accepted, the hirer is liable for payment of the balance of rent eight weeks before the start of the tenancy. Non payment by the due date will be treated as a cancellation and the owners may re-let the property without reference to the applicants who remain liable for the payment of the full amount, although credit will be given for any rents received as a result of re-letting less the owner's expenses.

3. INSURANCE

It is your responsibility to ensure they have adequate insurance in place to cover any loss or damage that you may suffer as a result of any cancellation of their stay. We strongly recommend this is purchased immediately upon booking.

4. PRICE CHANGE

We owners reserve the right to amend prices quoted on the website or third party website.

5. METHOD OF PAYMENT

Payments to be made by cheque or bank transfer payable to TRENANT PARK COTTAGES. Bank details provided at point of booking

6. HIRER'S OBLIGATIONS

The HIRER agrees:

To pay for any loss or damage to the property, howsoever caused, reasonable wear and tear excluded.

To take good care of the property and leave it in a clean and tidy condition at the end of the tenancy.

To permit the owners and contractors reasonable access to the property.

Not to part with possession of the property or share it except with members of the party shown on the booking form.

Not to exceed the total number of people stipulated in the property description. (Babies are counted as people and therefore must be included in the total).

Not to cause any annoyance or become a nuisance to tenants or occupants of adjoining premises.

Not to fly drones in or around the cottage site with our express permission

Not to charge any electric vehicle using the cottage supply

Not to burn candles in the cottage

Only use provided logs and coal for the log fires.

7. HIRING PERIODS

All lettings commence at 17.00 hours on the first day of the tenancy and end at 09.30 hours on the day of departure, unless otherwise notified. The period cannot be extended unless approval in writing is given by the owners and the hirer will be liable for any cost of whatsoever nature incurred because of the unauthorised extension.

8. UTILITIES

Electricity, water and heating are included in the hire charge. We cannot be held responsible for the failure of public utilities

8. CANCELLATION

All cancellations must be advised by telephone, followed as soon as possible by written confirmation.

The Hirer remains liable for the full amount of the holiday rental (including the balancing payment when due, if not already paid). We will endeavour to relet the holiday period or part thereof and if successful, once the balance has been paid for the new booking, will refund the rental paid less an administration fee of £50. If a reduction in rental must be made to secure a new booking, the Hirer will receive the respective pro rata amount less the admin fee. If it is not possible to relet the property, no monies will be refunded.

8a Exceptional circumstances due to Covid19

If the Government declares a national lockdown or a local/regional lockdown in your area or ours that does not allow to travel then we will move all booking charges to an alternative date. Alternatively, we can refund you **in full** the days of your holiday that you are unable to take. Refunds will be made back to The Hirer only and not to a third party or group. The refund will be made on the first day that the booking was due to start or before. We will not refund any costs in relation to booked transport or other accommodation booked or any other ancillary costs incurred by The Hirer.

If you or any of your party are unable to travel such as illness (this includes Covid-19), shielding or requirement to self-isolate, you will be liable for the full cost of the booking. We will endeavour to relet the holiday period or part thereof and if successful, once the balance has been paid for the new booking, will refund the rental paid less an administration fee of £50. If a reduction in rental must be made to secure a new booking, the Hirer will receive the respective pro rata amount less the admin fee. If it is not possible to relet the property, no monies will be refunded.

We again strongly advise the purchase of UK comprehensive travel insurance. Several companies are now offering this.

9. CANCELLATION BY US

We reserve the right to cancel your booking at any time in the event of circumstances beyond our reasonable control. In the unlikely event of this happening, we will refund all monies received by us in relation to your booking. However, we will not be liable for any other loss incurred by you as a result of the cancellation.

If we are able to re-let any of the cottages that you booked we will pass on the income that we receive minus the £50 admin fee. Any refunds are paid within 7 working days from the date the booking was due to end and will only be paid to the hirer.

10. NON-AVAILABILITY OF PROPERTY

If for any reason, beyond the Owners' control (e.g. fire damage) the property is not available on the date booked, all rental charges paid in advance by the applicants will be refunded in full, but the applicants shall have no further claim against the Owner. The Owner will, however, endeavour to offer alternative accommodation if possible, but in the event of them being unable to do so the liability under all circumstances shall be limited to the refund of monies paid in advance.

11. DESCRIPTION OF THE PROPERTY

We make every effort to ensure the accuracy of descriptions of properties. However from time to time we do refurbish the cottages to improve the standards which may not be reflected on our promotional information either in print or online. We can accept no liability for inaccuracies nor can we accept any responsibility or be liable for any loss or damage resulting from information given or statements made.

We can not be held responsible for noise or disturbance which comes from beyond the boundaries of the property or which is beyond our control. If we know about a problem before you arrive, we will contact you to let you know

12. COMPLAINTS

Mr & Mrs Chapman must be notified during the tenancy of any complaints so that an on-the-spot investigation can be made and a successful resolution be found.

13. DOGS

We welcome a maximum of two well behaved dogs at a charge of £25-£30 each per week (depending on the size and breed) to cover extra cleaning costs but must stress that you **DO NOT** leave them unaccompanied in the cottage and do not allow them on any furniture or in the bedrooms. We ask you to also bring their own bedding/crate. The dogs must be house trained and up to date with flea prevention. The pets must not cause disturbance to other guests staying the adjoining properties. It is also expected that dog owners will pick and correctly dispose of dog waste in the bin provided.

14. BREACH OF CONTRACT

If there shall be a breach on any of these conditions the owners may re-enter the property and terminate the tenancy without prejudice to the other rights and remedies of the owner.

15. CHANGES TO TERMS & CONDITIONS

We reserve the right to change this documents but will provide reasonable notice of new terms and conditions prior to your visit.

15. AUTHORITY TO SIGN

The person who signs the booking form certifies that he/she is authorised to agree to the conditions of the booking on behalf of all persons included on the booking form including those substituted or added at a later date. The signatory must be a member of the party occupying the property. If several properties are being booked by one person that person must ensure that the relevant booking form is signed by a member of the party occupying the property concerned or the booking will be deemed void.

16. DISCREPANCIES

In case of any discrepancies between these booking conditions and other contents of the website, these conditions shall prevail.

17. DATA & PRIVACY To make a booking the owner requires personal information such as your name, postal address, email address, telephone number and payment details. By booking with us you are deemed to have consented to use of personal information for these purposes. We will only hold and use your personal information in accordance with all applicable laws including the Data Protection Act of 1998 and The General Data Protection Regulations of 2016.

For further information please refer to our Privacy Policy on www.tenantcottages.co.uk

YOUR HOLIDAY DURING COVID19 RESTRICTIONS

We expect our guests, staff and contractors on site to follow the Governments guidance on cleaning, social distancing and awareness of other guests.

BEFORE YOU LEAVE HOME

Please do not travel to Tenant Park Cottage if you or any member of your party is displaying symptoms of Covid19 as defined in current Government guidance.

Please make sure you are aware of our check in time as we will not allow check ins before 5pm. There are no exceptions.

DURING YOUR STAY

Should you or any of your party display any symptoms of Covid19 during your stay, Government advice is that you should return home immediately. Please notify us that this is the case so that we can close the cottage and ensure no one enters it

If you have any concerns at all please let us know **STRAIGHT AWAY** on 07906 020936

WHEN YOU LEAVE

In order to keep our staff and contractors safe, please follow the procedures advised and depart no later than **9.30am**