TRENANT PARK COTTAGES – TERMS AND CONDITIONS

Version: 2027 season (updated November 2026)

1. Owners

The owners of Trenant Park Cottages are Elizabeth & Robert Chapman of Trenant Lodge, Sandplace, Looe, Cornwall PL13 1PH. Throughout this document they are referred to as “we”, “us” or “the Owners”. These Terms & Conditions apply to our two holiday cottages at Trenant Park, Lady Pamela's and Holm Oak, each referred to as “the cottage”. Bookings are managed day to day by Lucy Chapman, who can be contacted on 07906 020936 or by email at info@trenantcottages.co.uk.

2. The Hirer

The Hirer is the person named on the booking confirmation (referred to as “you”) and is responsible for the full cost of the holiday, the behaviour of all members of the party, and for any loss or damage caused during the stay. Any refunds due will be made solely to the Hirer.

3. The Booking Contract

A legally binding contract is formed once we have received the required deposit and have confirmed your booking in writing by email. The contract is governed by the law of England and Wales and nothing within these Terms & Conditions affects your statutory rights. These Terms & Conditions apply to bookings made directly with us. Bookings made through an agency, such as Toad Hall Cottages, are subject to that agency's own booking terms. Because your booking is for holiday accommodation on specific dates, there is no 14-day cooling-off period (Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013).

4. Age, Party Members & Occupancy

The Hirer must be at least 18 years of age. At the time of booking you must provide the names and approximate ages of all guests. Party members may be changed prior to arrival, provided the maximum occupancy of the cottage is not exceeded and we are notified in advance. Babies and infants are included within the stated occupancy limits. Lady Pamela's sleeps a maximum of 2 guests and Holm Oak sleeps a maximum of 5 guests.

5. Prices & Accuracy

All prices are correct at the time of publication. We reserve the right to correct errors prior to booking confirmation. Once a booking has been confirmed, the agreed price will not change except where additional services are requested by you. The price shown for your stay includes all compulsory charges. Optional extras, such as the charge for dogs, are shown separately before you book. Offers and discounts are subject to availability and cannot be applied once a booking has been confirmed.

6. Deposits

A deposit of one third of the total holiday cost is required to secure your booking. Payment of the deposit confirms acceptance of these Terms & Conditions. For bookings made within eight weeks of

arrival, full payment is required at the time of booking. If a booking cannot be accepted, all monies paid will be refunded promptly. The deposit is not refundable if you cancel, except as set out in Clause 8 (if we re-let your dates) or Clause 9 (if we cancel).

7. Final Payment

The balance of the holiday cost must be paid no later than eight weeks before the arrival date. If the balance is not paid by the due date, we may treat the booking as cancelled by you, and Clause 8 will apply.

8. Cancellations by the Hirer

All cancellations must be confirmed in writing (email is acceptable). If you cancel eight weeks or more before your arrival date, you will lose your deposit. If you cancel less than eight weeks before your arrival date, the full cost of the holiday remains payable. If we are able to re-let the cottage for all or part of the cancelled period, we will refund the amount we receive from the new booking, up to the total you have paid (including your deposit), less a £50 administration fee. If the cottage cannot be re-let, no refund will be due. Your cancellation takes effect on the date we receive your written notice. If you arrive late, leave early or do not arrive, the full cost remains payable. If you would like to change your dates, we will try to help, but any change is at our discretion and depends on availability.

9. Cancellations by the Owners

9.1 Circumstances beyond our control. In the unlikely event that we need to cancel your booking due to circumstances beyond our reasonable control, including but not limited to fire, flood, storm damage, utility failure or government restrictions, the serious illness or death of one of the Owners, or urgent repairs needed to keep the cottage safe, we will refund all monies paid. Our liability is strictly limited to this refund and we cannot accept responsibility for any additional costs incurred by the Hirer. If a change in the law means your stay cannot legally go ahead, for example travel or accommodation restrictions, we will refund all monies paid in full, even if the cottage itself is available.

9.2 Sale of the cottage. We may need to cancel a booking if the cottage is being sold or withdrawn from holiday letting. If this happens, we will tell you in writing as soon as we know and give you at least 12 weeks' notice. We will refund all monies paid in full within 14 days of telling you, and offer you alternative dates or our other cottage where available. If we give you less than 12 weeks' notice, we will also pay you compensation of 10% of the total holiday cost.

9.3 Bookings transferred to a new owner. If the cottage is sold, we may arrange for the new owner to honour your booking on the same dates, price and terms. We will tell you in writing who the new owner is and how any money you have paid will be dealt with. If you do not wish to stay with the new owner, you may cancel and we will refund all monies paid in full.

9.4 Our liability. Apart from the refund and any compensation set out in this clause, we are not responsible for other costs, such as travel or alternative accommodation, except where the law requires otherwise.

10. Non-Availability of the Cottage

If the cottage becomes unavailable for any reason, Clause 9 applies.

11. Arrival & Departure

Arrival is from 3.30pm on the first day of your stay and departure is by 9.30am on the day of departure. Early arrival or late departure is not permitted without prior written agreement. Unauthorised late departure may result in a reasonable additional charge.

12. Vehicles & Parking

Lady Pamela's has one allocated parking space and Holm Oak has two. The spaces are sized for standard cars. Trenant Park is a shared site. Some neighbouring cottages may be under separate ownership, and the driveway and parts of the grounds may be shared with their guests and residents. Guests are kindly asked to park considerately at all times and with due regard for other guests, neighbouring properties, access routes and emergency vehicles. Any vehicle larger than a standard car, including vans, camper vans, motorhomes or vehicles with trailers, must be discussed with us at the time of booking, as parking space and site access may be restricted. Charging of electric vehicles or hybrid vehicles using the cottage or site electrical supply is strictly prohibited. Vehicles and their contents are parked entirely at your own risk and we accept no liability for loss of, or damage to, vehicles or their contents except where caused by our negligence.

13. Utilities & Services

Electricity, water and heating are included in the hire charge. We cannot be held responsible for interruptions to public utilities or services that are beyond our reasonable control.

14. Hirer Obligations

The Hirer agrees to take reasonable care of the cottage and its contents, to leave the cottage clean and tidy at the end of the stay, and to pay for any loss or damage caused (fair wear and tear excepted). Guests must not cause nuisance or disturbance to other guests or neighbours, must not exceed the agreed occupancy, and must not sub-let or share the cottage. Reasonable access must be permitted for essential repairs, with notice where practicable. Charging electric vehicles, flying drones, burning candles, or using the log fires with unauthorised fuel is not permitted. Smoke alarms, carbon monoxide alarms and fire safety equipment must not be tampered with or disabled. Please read the fire safety information provided in the cottage on arrival. A fireguard must be used whenever the open fire is lit, and fires must not be left unattended. Children must be supervised at all times, particularly around the open fire and in the grounds and parkland. Day visitors are not permitted without our prior agreement, and parties or events are not permitted. If anything is damaged or extra cleaning is needed, we will send you photographs and an invoice within 14 days of your departure, payable within 14 days. Lost keys will be charged at the cost of replacement.

15. Dogs

A maximum of two well-behaved dogs are welcome by prior agreement at a charge of £30 per dog per week, or £5 per dog per night for short breaks. Dogs must not be left unattended in the cottage, must not be allowed in bedrooms, and must be house-trained and appropriately treated for fleas. We would prefer dogs to stay off the furniture. If your dog does go on the sofa or chairs, please

cover them with your own throws. Wet or muddy dogs must be dried off before coming inside and must not be allowed on any furniture. Any extra cleaning needed as a result will be charged as set out in Clause 14. You are responsible for clearing and disposing of dog waste and ensuring dogs do not cause disturbance to other guests or neighbours. Dogs listed under the UK Dangerous Dogs Act 1991, or any breed, type or crossbreed appearing on official dangerous animals or prohibited lists, are not permitted on the site under any circumstances. No pets other than dogs are permitted. Assistance dogs are welcome free of charge and are not counted as pets under this clause.

16. Non-Smoking & E-Cigarettes

Both cottages are strictly non-smoking. Smoking, vaping or the use of e-cigarettes is not permitted inside the cottages. Guests who wish to smoke must do so outdoors and well away from open doors or windows, and must dispose of cigarette ends responsibly. Any evidence of smoking or vaping inside the cottage may result in additional cleaning charges to cover the cost of putting things right, invoiced as set out in Clause 14.

17. Complaints

Any concerns or complaints must be brought to our attention immediately during your stay so that we have the opportunity to investigate and resolve the matter promptly. If you raise a concern only after you leave, we will still look into it, but we may be less able to put things right. Please send any complaint after your stay to us in writing by email.

18. Limitation of Liability

We cannot accept liability for loss or damage to personal belongings or vehicles, or for accidents or injury unless caused by our negligence. Nothing in these Terms & Conditions limits or excludes liability for death or personal injury caused by negligence.

19. Breach of Contract

In the event of a serious or persistent breach of these Terms & Conditions, including behaviour that causes nuisance or poses a risk to others or the cottage, we reserve the right to terminate the holiday without refund.

20. Changes to Terms & Conditions

The Terms & Conditions in force at the time of booking shall apply to that booking. We reserve the right to amend these Terms for future bookings.

21. Authority to Book

The person making the booking confirms that they are authorised to accept these Terms & Conditions on behalf of all members of the party.

22. Data Protection & Privacy

Personal data is processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Further information can be found in our Privacy Policy at www.trenantcottages.co.uk. If a cottage is sold, we may share your booking details with the new owner so that your booking can be honoured (see Clause 9.3).

23. Travel Insurance

We strongly recommend that you take out travel insurance at the time of booking, including cover for cancellation. If you cancel and we are unable to re-let the cottage, no refund will be due (see Clause 8).

24. Payments & Fraud Prevention

Our bank details are provided on your booking confirmation. We will never change our bank details by email or text message. If you receive a message asking you to pay into a different account, please call us on 07906 020936 before making any payment.

25. Reviews

We welcome honest reviews of your stay. We do not offer rewards or discounts in exchange for reviews, and we do not edit, hide or selectively publish genuine reviews.

26. Cottage Descriptions

We describe the cottages as accurately as we can. Please check the description, including access, steps and facilities, before booking. If you need any further specific information about the cottage, please ask us before booking. From time to time we make improvements to the cottages, so furnishings, décor and equipment may differ slightly from the photographs and description. Any changes will not lower the standard of the cottage, and we will let you know before you arrive if anything significant has changed.

27. Lost Property

Items left behind will be kept for 30 days. We are happy to post them back to you for a £20 administration charge plus the cost of postage and packing, payable before the items are posted.

28. Emergencies

Emergency contact numbers and information about the cottage, including the location of the stopcock and fuse box, are provided in the welcome information in each cottage.

29. Wi-Fi & Mobile Signal

Wi-Fi is included in the hire charge at both cottages. Because it relies on outside providers and rural broadband, we cannot guarantee that it will be available at all times or at any particular speed. If the Wi-Fi is unavailable or slow, please let us know and we will do our best to restore it as quickly as we can, but no refund or compensation will be offered. Mobile phone signal varies around the site and cannot be guaranteed.