

Clematis Cottage Fritchley Booking Terms and Conditions

Bookings are subject to the following terms and conditions as agreed to at the time of booking.

- A contract between you and the owners will come into existence when we receive payment and accept your booking by issuing a confirmation of booking for the holiday dates shown in the confirmation. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- A non-refundable deposit of 25% of the holiday price is payable at the time of booking. Bookings made less than four weeks before your arrival date must be accompanied by the full amount of the holiday charge.
- The balance must be paid so as to arrive no later than four weeks before the commencement of your holiday. If the balance is not received by the due date then your holiday may be treated as a cancellation and the client will remain liable to pay the balance of the rent.
- All cancellations must be immediately notified in writing. If you cancel your holiday more than 4 weeks before it is due to start then your deposit will be forfeit. If you cancel less than 4 weeks prior to the holiday then the full balance remains due and is not refundable, unless in the event of mitigating circumstances.
- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
- We strongly advise that you take out comprehensive travel insurance. If you choose not to then you accept responsibility for any loss of any kind that you may incur due to your cancellation or whilst on holiday.
- The number of persons using the accommodation at any time must not exceed 4 and only those people originally stated at the time of booking can occupy the cottage. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- The client may in no circumstance re-let or sublet the property, even free of charge.
- Bookings cannot be accepted from persons under eighteen years of age.
- We (the owner) reserve the right to refuse a booking without giving any reason.
- We or our representative reserve the right to enter the cottage at any time to undertake essential maintenance or for inspection purposes.
- Tenancies normally commence at 4pm unless otherwise agreed and guests are required to vacate the apartment by 11am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- Pets are welcome at the property subject to prior notification and a surcharge payment per dog at the time of booking. Guests must comply with the pet conditions in the information folder. No pets are to be left unattended at the property at any time. Any damage caused by pets or extra cleaning required will be at the expense of you.
- Smoking anywhere in the cottage is strictly prohibited. Any evidence of smoking within the property will result in immediate termination of occupancy and/or forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by smoking will be at the expense of you plus a £250 additional cleaning fee. Smoking is permitted in the gardens, subject to responsible disposal of waste materials.

- Damage waiver – In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. An additional damage waiver of £125 will be charged in the event of any such damage.
- Damage to property – Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in your accommodation please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you could replace them or advise us before you leave. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage found.
- Please remember to close the windows when you leave your property unoccupied.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that in the event that any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The internet connection is at no extra cost and subject to technical availability.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds.
- All inventory must remain in the property as it was on arrival.
- Cleaning and toiletry products have been provided around the cottage and are used at your own risk. We accept no responsibility for any adverse reaction to any product provided. We also take no responsibility for reactions to any consumable items provided and advise in the event of any reaction, you seek medical assistance.
- Children under 18 must be supervised by their parents/guardians at all times.
- We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others or our neighbours.
- Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us and we will endeavour to put matters right. Any complaints not reported to us at the time and only reported after the client has returned from holiday will not be considered by the proprietor.
- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.