



## Campden Cottages Ltd Booking Terms and Conditions

1. Campden Cottages Ltd are Agents for the Owner of the property and are not principals. A binding contract between the Owner of the property and the guests shall only be entered into upon Campden Cottages Ltd issuing a confirmation as Agents of the property on behalf of the Owner. If Campden Cottages Ltd cancels a confirmed booking then Campden Cottages Ltd liability is limited to the return of all payments received.
2. Campden Cottages Ltd uses its best endeavours to ensure the accuracy of property descriptions and all statements regarding the properties are made in good faith, descriptions are inevitably subjective and are for guidance only. If there are any points of particular importance please contact us to clarify information. Campden Cottages Ltd does not warrant and is not responsible for the accuracy of any verbal information given or statements made by its servants or agents.
3. Campden Cottages Ltd are not responsible for the condition of, nor actions or defaults of the Owners.
4. The booking of the property shall be in the name of one person (the Hirer) who signs the booking form and who shall be responsible for the actions of all persons included on the form and should ensure that they are aware of and comply with the booking Terms and Conditions. The names of all members of the party must be included on the booking form. The person who signs the booking form warrants that he / she is authorised to agree to Campden Cottages Ltd Terms and Conditions and is acting on behalf of all persons including those substituted or who join the party at a later date.
5. The number of persons occupying the property must not exceed the maximum number stipulated in the property description / brochure. Campden Cottages Ltd reserves the right to refuse entry to the entire party. Sub-letting, sharing or assignment is not permitted. Campden Cottages Ltd / the Owner reserves the right to refuse entry or terminate the hire without notice if this condition is not observed, or refuse to hand over the property to any person who, in their opinion, is not suitable to take charge. Rents will not be refunded. In all such cases the liability of Campden Cottages Ltd / The Owner shall cease and Campden Cottages Ltd / The Owner will not accept responsibility for liability of such refusal, termination or otherwise or any loss or damage arising there from.
6. If in the opinion of Campden Cottages Ltd /The Owner any person is not suitable to continue their occupation of the property because of unreasonable behaviour, damage or nuisance to other parties, the contract may be discharged and Campden Cottages Ltd / The Owner may repossess the property immediately. The Hirer will remain liable for the whole cost of hire and no refund shall be due.
7. A booking becomes firm on receipt of the deposit (or if the booking is made within 7 weeks of the commencement of the holiday, the full rental). The balance of the rental must be paid 7 weeks prior to the commencement of the holiday. No reminders will be sent. If the balance is not paid in full 7 weeks before the commencement of the holiday, the right is reserved to cancel the booking, in which case the deposit is forfeit.
8. Campden Cottages Ltd will seek to re-let the property and if it is re-let then Campden Cottages Ltd will return any payment received after first deducting the direct costs of re-letting plus £20 for administration. If the property is not re-let the person booking the property is responsible for paying the full rental. Cancellation Insurance permits recovery of the rental (please ask for leaflet). In the unlikely event that the holiday accommodation ceases to be available for the period of the booking, Campden Cottages Ltd will endeavour to arrange alternative accommodation of a similar type and placed in a similar location to that originally booked. Campden Cottage's Ltd liability is limited to the return of all payments received if no alternative accommodation is available. If the alternative property is more expensive, Campden Cottages Ltd reserves the right to charge the difference in cost.
9. The Hirer agrees:
  - a) To be responsible for leaving the accommodation in good order and clean condition, otherwise a cleaning charge will be levied.
  - b) To pay for any damage or loss however caused, excluding reasonable wear and tear incurred during occupation.
10. Campden Cottages Ltd / The Owner cannot accept liability for happenings outside its reasonable control, such as the breakdown of domestic appliances, plumbing, wiring, damage resulting from exceptional weather conditions, or Owner's negligence resulting in loss, injury or accident.
11. Time of arrival to be agreed with Campden Cottages Ltd / The Owner but would not normally be before 4.00 pm. All properties must be vacated by 10.00 am on day of departure.
12. If in the description of the property you are asked not to smoke, please ensure that you abide by this rule. Where smoking is allowed, please restrict this to the sitting room areas and do not smoke in the bedrooms.
13. It is clearly stated in the description of each property if pets are allowed. Where allowed the following conditions apply:

Pets are allowed by prior agreement only. There must be no more than two dogs at the property at any time. All dogs must be kept under strict control at all times whilst on the property. Any fouling of lawns, paths etc must be cleared up without delay. The Hirer must bring the dogs bedding. Dogs must not be left in the property unattended. Dogs are not allowed on beds, chairs or settees. If the Hirer takes a dog into a property where they are not allowed, Campden Cottages Ltd / The Owner is entitled to terminate the letting immediately and the Hirer remains liable for the total cost of the holiday without entitlement to any refund.
14. If in the opinion of the Hirer there are grounds for complaint, it is the duty of the Hirer to take it up with Campden Cottages immediately and in any event before departure, to allow remedial action to be taken. Campden Cottages Ltd can be contacted on 01386-593315. It is specifically agreed that failure by the Hirer to notify Campden Cottages Ltd of any complaint prior to departure will entitle Campden Cottages Ltd to refuse to entertain the complaint, irrespective of its merits. Under no circumstances will Campden Cottages Ltd liability exceed the rental paid for the property.
15. Campden Cottages Ltd / The Owner shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance. Emergency access allowed at all times.
16. These conditions apply to all lettings, holidays or longer periods except where superseded by a tenancy agreement.
17. The construction, validity and performance of this Agreement is governed by the law of England and the parties submit to the jurisdiction of the English Courts. The Hirer agrees that the Contract with the Owner is made at the Owners premises and that any proceedings between the parties shall be conducted in the County Court nearest to the Owner. Clause headings are for convenience only and do not form part of or affect the interpretation of this Agreement.
18. The failure of Campden Cottages Ltd / The Owner to enforce or exercise, at any time, or for any period of time, any term of, or any right pursuant to this Agreement does not constitute and shall not be construed as a waiver of such term or right.