

## BUMBLE CHOO COTTAGE

### Booking Terms and Conditions

#### 1. THE CONTRACT

- 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 rental agreement. 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.
- 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.

#### 2. PAYMENT

- A deposit of 20% of the holiday price is payable at the time of booking. Bookings made less than six 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 six weeks before the commencement of your holiday. If the balance is not received by the due date then your holiday will be treated as a cancellation and the client will remain liable to pay the balance of the rent.

#### 3. CANCELLATION

- **If your booking has to be cancelled because Bumble Choo Cottage is put under Government Restrictions and has to close and the period of closure covers your booking you will be refunded in full.**
- **In the event that your given address is put into local/regional lockdown, rendering you unable to travel, and the period of closure covers your booking you will be refunded in full.**
- If your booking has to be cancelled because Bumble Choo Cottage has to close through Force Majeure, meaning any of the following circumstances which may hinder or prevent the performance by us of the contract, including but not limited to a) acts of God, flood, drought, earthquake or other natural disaster; b) epidemic or pandemic; c) terrorist attack, civil war, civil commotion or riots, war, threat or preparation for war, armed conflict, imposition of sanctions, embargo or breaking off of diplomatic relations; d) nuclear, chemical or biological contamination or sonic boom; e) any law or any action taken by a government or public authority, including without limitation imposing a restriction, prohibition, or failing to grant a necessary licence or consent; f) collapse of buildings, fire, explosion or accident g) non-performance by our supplies or contracts and i) failure of utility service, and the period of closure covers your booking you will be refunded in full. 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.
- Customer inability (or the inability of any, some or all of your intended party) or disinclination to travel to and stay at Bumble Choo Cottage for any reason. This includes – but is not limited to – illness (including **Covid**), **a requirement or recommendation to self isolate or quarantine**, shielding, a call to jury duty, military service, incarceration, change in personal or work circumstances, family emergencies, travel delays, vehicle breakdown, and delays with public transport. These **remain at your risk and do not give rise to a right to cancel or to receive a refund unless we re-let the property. We strongly advise that you take out UK travel insurance**

**to cover these eventualities. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.**

- All cancellations must be immediately notified by telephone and then in writing. If you cancel your holiday more than 6 weeks before it is due to start then your deposit will be forfeit. If you cancel less than 6 weeks prior to the holiday then the full balance remains due. On receipt of a cancellation, Bumble Choo Cottage will use reasonable endeavours to obtain a replacement booking. In the event that Bumble Choo Cottage is successful in obtaining a replacement booking, we will refund to the customer the total amount paid for the booking less a £50 booking fee and less the difference in price between the customers' booking and the replacement booking if one is made. For example: A £1000 booking, fully paid, cancelled and relet for £900, means the original customer will be refunded as follows, £1000- £50 booking fee equals £950, - £100 booking shortfall = Refund of £850.
- It is the responsibility of the customer to acquire suitable travel insurance for themselves and their party to cover the booking. Bumble Choo Cottage strongly recommends that the customer acquires suitable insurance to cover circumstances beyond the customers' control such as, but not limited to, jury duty, incarceration, change in personal or work circumstances, military services, illness – including Covid and shielding, family emergencies and travel delays.
- Covid is also now a known risk and it is possible to insure your holiday against it. This can include the customer or any of the party having Covid, the customer or any of the party having to isolate or quarantine, or you wishing to shield any members of the party. There are several options which cover for Covid related cancellations. See [Coronavirus travel insurance: who will cover me? – Which? News](#).

#### **4. THIRD PARTY SUPPLIERS (chefs etc)**

- If you want to use the services of a third-party supplier whilst staying at Bumble Choo Cottage you must receive written permission to do so. This may for a chef, beauty treatments, bouncy castle hire, magicians, baby-sitters etc. Bumble Choo Cottage would need to see the third-party supplier's public liability insurance, and any other related/required certification. Bumble Choo Cottage will then seek approval from our insurers to allow the third-party activity to take place. If all insurances and certification are satisfactory to Bumble Choo Cottage and our insurers, permission to invite these suppliers to Bumble Choo cottage will not be reasonably withheld. Bumble Choo Cottage does not accept liability for the activities of these third-party suppliers.

#### **5. PERIOD OF HIRE**

- You should not arrive before 4pm on the commencement date and leave by 10am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests. Failure to follow the arrival and departure times so may result in you being charged a further day's rental. You must not use the property except for the purpose of a holiday during the holiday period, and not for any other purpose or longer period. The agreement to stay in the property for the holiday period, does not create the relationship of Landlord and Tenant between the parties. You shall not be entitled to a new tenancy or any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or at the end of the holiday period.
- The client may in no circumstance re-let or sublet the property, even free of charge.

#### **6. NUMBER OF PERSONS USING THE PROPERTY**

- The number of persons using the accommodation at any time must not exceed 6 and only those people listed on the booking form can occupy the property or use its facilities. We reserve the

right to terminate the booking without notice and without refund in case of a breach of this condition.

## **7. LIABILITY**

- Bumble Choo Cottage, its employees and representatives shall not be liable to you or your party for loss or damage to property howsoever arising. You must take all necessary steps to safeguard yourselves and property. Lock the doors and close the windows before you leave the property unoccupied. Children under 18 must be supervised by their parents/guardians at all times.

## **8. CARE OF THE PROPERTY**

- You are responsible for the property and are expected to take all reasonable care of its furniture, pictures, fitting and effects, in or on the property. You must leave them in the same state of repair, and in a reasonable clean and tidy condition at the end of the rental period. You must not use the property for any dangerous, offensive, noxious noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to the owner of other neighbouring properties. 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.
- Pets or smoking anywhere on the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by pets or smoking will be at the customers' expense.
- On departure beds should be stripped and dishes cleaned.

## **9. DAMAGES AND BREAKAGES**

- 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.
- 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 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 it was in at arrival and not be taken to another property.
- Any damages will have to be paid for in full within seven days of notification. We recommend that you have insurance in place to cover this.

## **10. WIFI**

- Wi-fi is provided for guest's reasonable use (at no extra cost) subject to technical availability. The guest agrees to reasonable and lawful usage of this service.

## **11. RIGHT OF ENTRY**

- We or our representatives shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry necessary repairs or maintenance.

## **12. COMPLAINTS**

- Every effort has been made to ensure that you have an enjoyable stay. However, if you have any problem of cause for complaint, it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you to return.

## **13. DATA PRIVACY STATEMENT**

See our [Privacy Policy](#).

## **14. AMENDMENTS**

- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.