

# Terms & Conditions for Godolphin Cottage

## THE CONTRACT

The Contract for a short-term holiday rental will be between the Owners of Godolphin Cottage (referred to as “us” or “we”) and the person making the booking and all members of the holiday party (referred to as “you”, “your”, “guests”) under the following booking conditions. UK law will govern the Contract. The Contract will be subject to these booking conditions, and must be complied with. The person whose name is on the booking form (referred to as the “Responsible Person”) agrees to take full responsibility for ensuring that all the following Terms and Conditions are adhered to by all members of the party. The Responsible Person must personally stay at the accommodation throughout the holiday and be at least 25 years of age at the time of booking. The names, addresses and ages of all members of the party must be shared with the Owners on request.

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed by post or email.

## PAYMENT

Bookings are confirmed on receipt of the booking form and receiving the deposit of 25% of the holiday cost. The balance of the rental will be due for payment 32 days before the arrival date; you will be sent email notification that the balance is due. If your payment has not been received 32

days before the commencement date we will assume that you wish to cancel. If the booking is made within 32 days of the arrival date then payment will be due in full. No entry to properties will be allowed without payment, in full, being cleared beforehand.

## CANCELLATION

Cancellations must be immediately notified to us by email and telephone. Any cancellation made by the Client for whatever reason shall be in writing and addressed to the Owners and sent via the email form on our website, direct to nicolamaughan@me.com. The cancellation date will be the date the e-mail notification arrives with the Owners. If you do not get a response to your email you should telephone us.

We are protected by Master Cancel which removes the stress and worry from booking your holiday. You can cancel any new booking made after August 1<sup>st</sup> 2020 from 60 days pre your arrival date up to and including 2 days before the check in date. Master Cancel's flexible terms & conditions allow you to book with confidence, knowing that if you cancel for unforeseen circumstances, we will refund you in full.

If you cancel from 60 days up to and including 2 days before check-in date, you will receive a full refund of the booking costs you have paid. Any refund payment for a cancelled booking will be released back to you within seven days of the original departure date. Cancellations made 1 day prior to, or on the day of check-in will not be eligible for refund.

Example: for a check-in on Friday you could cancel the prior Wednesday before 16.00 and be reimbursed in full,

but not on Thursday (1 day prior) or Friday (day of check-in).

#### FOR THE PERIOD FROM DATE OF BOOKING TO 60 DAYS PRIOR

Additionally, Godolphin Cottage provides fully flexible cancellation for bookings from the date that the booking is placed to 61 days prior to arrival. We will refund all monies paid upon receiving written confirmation of cancellation within seven days.

#### FOR THE PERIOD 2 DAYS PRIOR TO CHECK IN

The period for 2 days (48 hours) prior to your check in date and time is **NOT COVERED** by either of these cancellation policies, and no refund of any amount would be made under any circumstances. For this reason, we strongly recommend you take out your own travel insurance for UK holidays which covers booking cancellations. This will give you the peace of mind that you will get your money back if you need to cancel your holiday at almost the last minute. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.

#### CIRCUMSTANCES BEYOND THE CONTROL OF THE OWNER (FORCE MAJEURE)

If for any reason we have to cancel your booking in advance due to circumstances beyond our control for example fire, flood, exceptional weather conditions, epidemics, destruction/damage to the property (“force majeure”) you will be refunded the full amount of the booking. If we have to terminate your holiday early for the above reasons you will be refunded part of the lodging costs based on the time remaining of the booking. This will

be the full extent of the liability of the Owners. No additional compensation, expenses or costs will be payable.

## LIABILITY

As far as the law allows, Godolphin Cottage and its employees and representatives shall not be liable to you or your party for loss, damage or injury to you or any of your party or your/their property or vehicles as a consequence of this agreement or the occupancy following thereon.

You indemnify Godolphin Cottage against loss, damage or injury sustained to the property or any persons as a result of any breach of these conditions or arising from the fault of you or any member of your party.

## RIGHT OF ENTRY

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

## ACCURACY OF DETAILS

The website is as accurate as possible but cannot be warranted, nor do the descriptions form any contract. Whilst every effort is made to ensure accuracy of property descriptions and images, the facilities and services may alter. We reserve the right to alter or improve any of the subjects without notice.

## TERMS OF USE

You may access the property from 15.00 on the day of arrival (earlier arrivals are strictly by arrangement only). Please note that departure is by 10.00 on your final day

(again, later departures are strictly by arrangement only). We need this time to ensure that the cottage is ready for your arrival after the previous guests. On departure, you are requested to leave the accommodation in a clean and tidy condition. This includes washing up, dishwasher emptied, placing rubbish in bin liners and putting in outside bins, ensuring ovens and barbecue are clean and free from grease. Where possible we respectfully ask you to take your glass recycling to the glass skips on the road to Kingsbridge as you leave. We reserve the right to make a charge of £35 for extra cleaning if the accommodation is not left in a satisfactory condition.

The property is let for the purposes of a holiday let. The booking agreement confers the right to occupy the accommodation for the agreed period only. You undertake to use the property solely for its purpose as self-catering accommodation and to accept the Owner's right to refuse access to the accommodation to any person, whether the Responsible Person or guest of the Responsible Person, deemed unsuitable. Causing a nuisance or disturbance to neighbours or any unreasonable behaviour may result in the Owner requiring the Responsible Person or their guests to leave Godolphin Cottage.

## NUMBER OF PERSONS USING THE PROPERTY

Under no circumstances may more than the maximum number of persons stated on our website occupy the property, unless by prior arrangement with the Owners, in which case there will be an additional charge at the Owner's discretion. We reserve the right to refuse admittance if this condition is not observed. Any persons other than members of your party must not use the facilities at Godolphin.

## CARE OF THE PROPERTY

You are responsible for the property and are expected to take all reasonable care of its furniture, pictures, fittings and effects, in or on the property. You must leave them in the same state of repair and in the same clean and tidy condition at the end of the rental period as at the beginning. You undertake to leave the property secure if left unoccupied during the period of let. You must not use the properties for any dangerous, offensive, noxious, noisy, immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or other neighbouring properties.

## DAMAGES & BREAKAGES

You are legally bound to reimburse us for replacement, repair or extra cleaning costs on demand (although we would not charge you for the odd glass or plate). If you lose a key we will replace it upon you paying for the cutting of a new one.

## INTERNET ACCESS

Internet access is provided for guests' use. You agree to reasonable and lawful usage of this service.

## PETS

We only allow up to 2 dogs, and only when have they been pre-booked and paid for. (£30 per dog, per week or part week). Dogs must be house-trained, kept under proper control and not allowed on the furniture, and especially the beds, nor left unattended in the property. Dog hairs are to be removed from carpets and all dog waste collected and disposed of. Please note that our garden is not connected

to the house so you cannot simply let your dog out of the back door to do its business! Dog owners will be held responsible for any damage caused to the property, contents or garden by their dog and for any extra cleaning required. We reserve the right to seek details of any dogs in advance and to refuse permission for them to be brought to the accommodation for any reason, including if they are considered unsuitable in character, size or behaviour, or liable to be a nuisance or danger to local residents.

## COMPLAINTS

Every effort is made to ensure that you have an enjoyable stay. However, if you have any problem or 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. You can contact us via our mobile (07736 062849). We will do our best to resolve any problem.

## DATA PRIVACY STATEMENT & COOKIE POLICY

See our Privacy Policy on the contact page of our website: [www.godolphincottage.co.uk](http://www.godolphincottage.co.uk)

## GENERAL

In the event that any individual term or clause stated in these Terms and Conditions of Let is not permissible by law, the remainder of the agreement shall remain valid.