

TERMS AND CONDITIONS OF HIRE

Reservations of all holiday accommodation whether made by telephone, email, or in writing or from the internet including online travel agents are accepted by Honeysuckle Cottage on the following conditions. Honeysuckle Cottage is a family owned business.

1. CONTRACT OF HIRE

The hiring contract will be between you the Hirer and Honeysuckle Cottage “the owners” subject to these Conditions of Hire and governed by English Law. The Contract of Hire is not effective until Honeysuckle Cottage dispatch to the Hirer confirmation of the booking (via email or mail). The contract is for the hire of the property for holiday purposes only. We do not accept bookings from Hirers less than 18 years of age.

2. INITIAL PAYMENT

Bookings made direct from the website will be confirmed upon receipt by Honeysuckle Cottage the required deposit payment of 25% of the total holiday cost, comprising cottage rental and any additional charges – e.g. refundable damage deposit. If the booking is made within four weeks of the holiday commencement date, the full accommodation rental will be required at the time of booking. All payments can be made by Bank transfer, paypal, credit or debit card via the website.

3. BALANCE PAYMENT

The Balance of the Hire will be due for payment 6 weeks before the holiday commencement date. On receipt of the Balance Payment, advice on key collection arrangements and directions to the property will be sent to the Hirer. Honeysuckle Cottage reserves the right to cancel a holiday where full payment has not been received less than 42 days before the holiday commencement date. The deposit paid on the booking is non-returnable.

If you are not able to stay at Honeysuckle Cottage due to a member of your party contracting Covid 19, we will provide credit voucher to stay at another time. We recommend that you take out insurance to cover this situation.

4. METHOD OF PAYMENT

Payments should be made by bank transfer or credit/debit card, Honeysuckle Cottage will provide account details at time of booking if paying by bank transfer.

5. VALUE ADDED TAX

Honeysuckle Cottage is not VAT registered.

6. CONFIRMATION OF BOOKING

Once Honeysuckle Cottage has issued a Confirmation of Booking; the Hirer is responsible for the total published hire price of the property and extras as shown on the confirmation. Honeysuckle Cottage reserve the right to adjust prices quoted in the brochure, on our website or on details to properties, due to errors or omissions.

7. BOOKING CANCELLATION

Honeysuckle Cottage do not offer Cancellation/Curtailment Protection Scheme and visitors are advised to make their own alternative arrangements to ensure cover. If you are forced to cancel your holiday, you must inform Honeysuckle Cottage immediately.

Upon cancellation you will remain liable for the balance unless OR we are notified at least 42 days prior to your arrival.

8. AMENITIES

The use of accommodation and amenities including the games room, gardens and tennis courts is entirely at the users' risk and no responsibility can be accepted for injury, or loss or damage to users' or visitors' belongings. However, Honeysuckle Cottage do not seek to exclude or limit legal liability for the negligence of their staff or agents.

9. PARTY NUMBERS

In no circumstances, may more than the maximum of 4 people occupy the property. This includes infants and children. Honeysuckle Cottage reserve the right to refuse admittance if this condition is not observed. Only those listed on the booking may occupy any part of the premises or gardens, unless previously agreed with Honeysuckle Cottage. The person who completes the booking, i.e. the lead name, certifies that he or she is authorised to agree to the Booking Conditions on behalf of all members of the party, including any changes. The lead name must be over 18 years and a member of the party occupying the property. The lead name agrees to take responsibility for all members of the party. Honeysuckle Cottage do not accept Hen or Stag parties (unless agreed with Honeysuckle Cottage) and reserve the right to refuse or revoke any bookings from parties that may in their opinion (and at their sole discretion) be unsuitable for the property concerned.

10. YOUR RESPONSIBILITIES

For the whole of the period included within your booking, you will be responsible for the property and will be expected to take all reasonable care of it.

Pets must not be left unattended at anytime, if they are, your damage deposit will be forfeited. Pets must be kept on a lead in the grounds. If a property is not left clean and tidy, any additional cleaning costs involving excessive dog hair or urine or excrements will be charged to the hirer. Dog mess must be collected and put in the dustbins provided.

Should there be any specific health or mobility difficulties which may affect a party member; this must be pointed out at the initial reservation stage so that the suitability of the property can be assessed.

Guests must reduce noise after 11pm for the comfort of other guests of Fairview Farm Cottages.

The use of candles and tea lights are prohibited at the cottage.

The property and all equipment and utensils must be left clean and tidy at the end of the hire period and stored away. Unless advised otherwise the property will be available from 4pm on day of arrival. The property must be vacated by 10.00 am on the day of departure.

Guests must empty all bins on day of departure (and as necessary during their stay), placing recyclable items in the recycle bins the car park. Guest are to wash the kitchen bin on departure. Wheelie bins for general waste are also in the car park.

11. COVID 19

Suspected COVID cases and guest self-isolation. If a guest is displaying signs of the Covid-19 virus while staying in our property, they should inform us immediately and self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have Covid-19, they should return home immediately and follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately. Should you suspect you might have contracted or have come into contact with someone who may have been infected with Covid-19 prior to your holiday, you must follow the government guidelines on isolation within your own home. Whilst we will not be able to automatically refund due to you having to self-isolate, we will do all we can to re-book your break for another time. If Government rules prevent us from opening will offer a full refund.

12. DAMAGE AND CLEANLINESS

Honeysuckle Cottage requests payment of a security deposit. Any security deposits charged by Honeysuckle Cottage will be reimbursed promptly after the holiday (less any penalties which may be incurred).

All damages and breakages are the legal responsibility of you, the Hirer, and should be notified to the Owner before the end of your holiday. The cost of damage or breakages shall be payable on demand. Normally, minor damage or breakages will not be charged but in circumstances where extra cleaning is required or there has been breakage or damage beyond what is reasonably to be expected, Honeysuckle Cottage reserve the right to charge you for any additional costs incurred as a consequence and may refuse further bookings. Should you find on arrival any damaged or non-working items, they must be reported to the Owner immediately, so that matters can be rectified. Honeysuckle Cottage has the right to enter the property (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out).

Honeysuckle Cottage reserves the right to repossess the Holiday Home at any time, where you or any member of your party has caused damage. Honeysuckle Cottage shall not be liable to make a refund of any remaining portion of the hire terms paid.

13. COMPLAINT PROCEDURE

If you are dissatisfied with the service you receive, the Owner must be notified immediately, so that investigation can be carried out and any necessary action taken. In no circumstances can compensation be made for any complaints that are made after the hire has ended, or where the Hirer has denied the Owners the opportunity to try to put matters right during the Hirer's stay.

14. LITERATURE

Honeysuckle Cottage takes every care to ensure the accuracy of the property descriptions. All information on our website is given in good faith and is believed to be correct at the time of going to press, but Honeysuckle Cottage cannot be held responsible for changes beyond their control, which may become known after publication of this literature. The description of the cottage shows what amenities that property has but generally does not state what is not

in the property. Please be aware that if a property is advertised as having an enclosed garden, this does not necessarily mean a secure garden. It may be enclosed by hedging or open style fencing. Further, Honeysuckle Cottage cannot accept liability for happenings outside their reasonable control, such as breakdown of domestic appliances, plumbing, wiring, temporary invasion of pests, damage resulting from exceptional weather conditions.

15. ACT OF GOD

Natural disasters, unsatisfactory weather or other such 'acts of god' will not result in refunds.

16. LEGAL

In the event of any dispute between parties it shall be governed by the jurisdiction of the English courts only and any actions shall be heard in the court for the area in which the property is located unless otherwise agreed between the parties. However, it is hereby agreed and declared that all reasonable endeavours will be used to resolve the dispute arising between you and Honeysuckle Cottage without immediate recourse to litigation. If not mutually resolved, it is further agreed that all reasonable endeavours will be used to resolve the dispute by a formally recognised alternative dispute resolution process i.e. mediation, arbitration or expert determination. In default of such agreement, the process and appointment of the independent professional will be determined by the President for the time being of the Law Society or the Chartered Institute of Arbitrators. In either case, all parties will contribute equally to the expense of such process, and, in default these expenses shall be capable of being recovered in any subsequent litigation.

17. AVAILABILITY

The Hiring Contract is made on the understanding that the property and its facilities as published will be available for the dates stated. In the unlikely event that a property is not available through events arising outside the control of Honeysuckle Cottage then Honeysuckle Cottage may be forced to cancel the booking. The Hirer will be advised as early as possible and be entitled to a full refund of all monies due. The Hirer will not as a result have any further claims against Honeysuckle Cottage or the Owner. Please note that reservation requests taken via our website are not confirmed bookings until we have contacted you and accepted a payment.