

# Silverley Cottage

## Booking Terms & Conditions

[www.silverleycottage.co.uk](http://www.silverleycottage.co.uk)

By booking your holiday with Silverley Cottage you agree to the following terms and conditions:

### Contract

This contract becomes binding when Debbie Wild places in the post to you a written booking confirmation. This contract shall be governed by and subject to the laws of England and Wales.

### Payment

A deposit of 50% of the rental fee (or payment in full for a part week) is payable when booking, unless you are booking within twelve weeks of the start of your holiday, in which case the whole cost is payable. We will send you a confirmation, by post or email, upon receipt of this deposit.

The balance of the cost of the holiday is due 8 weeks before you arrive, together with a cautionary deposit of £100 against damage/breakages. This is returnable following your departure. Non-payment of the balance of the rental on or before the due date shall be construed as a cancellation of the contract by the customer.

Payment can only be accepted by cheque if it is denominated in sterling British pounds and received no less than two weeks before the commencement of the rental. All payments shall be made to Debbie Wild at the address at the top of the booking form.

No further reminders for payment will be sent after the booking confirmation.

### Cancellation and Insurance

Once you have booked your holiday, our agreement with you is a legal contract. Any cancellations must be made in writing to Debbie Wild. If the booking is cancelled within two weeks of the arrival date, the entire rental fee will be due. For cancellations made prior to two weeks before the arrival date, a percentage of the rental fee will be refundable, the percentage being calculated according to a sliding scale and increasing with the length of time between the cancellation and the arrival date. The amount of the cancellation fee constitutes reasonable estimated losses arising out of the cancellation.

For these reasons we strongly recommend that you take out cancellation insurance for your holiday.

### Cancellation Insurance

Cancellation Insurance is not compulsory but we strongly recommend such insurance cover to protect against the cancellation penalty.

### Non-availability of cottage as booked

We would only cancel your stay if the cottage were unavailable for reasons beyond our reasonable control. We would attempt to offer you alternative accommodation; however, if this was either not possible or not acceptable to you, then we would refund to you all monies paid to us. Our liability to you would not extend beyond this refund.

### Arrival

The cottage will be available from 4.00pm on the day of your arrival, unless otherwise agreed in advance.

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### Departure

We require that you vacate the cottage by 10am on the morning of your departure. We ask that you leave the property in a clean and tidy condition.

### Care of the Property

We ask you to take all reasonable care of the property and its furniture, pictures, fitting and effects in or on the property and leave them in a clean and tidy condition at the end of the rental period. We ask you not to do or permit anything on the premises which might cause a nuisance to the owner or neighbours.

### Liability

We do not accept responsibility for injury to persons or loss/damage to possessions unless caused by proven negligent act or omission of ourselves, our employees or contractors, or agents of the same, whilst acting in the course of their employment. This includes loss or damage to vehicles and their contents, and to the personal possessions you bring with you.

Debbie Wild and her agents will not be liable for any loss or damage suffered by the Customer or any member of the Customer's party or to their property, except where such loss or damage is due to the negligence of Debbie Wild her employees or agents. In those circumstances, the liability of Debbie Wild to you will be limited to the loss or damage which was a foreseeable result of such negligence. Except in the case of death or personal injury resulting from such negligence, Debbie Wilds total liability to you in respect of any breach of the terms and conditions or tort or other act or omission by Debbie Wild agents in connection with this agreement shall be limited in aggregate to the price agreed to be paid by the Customer for the right to use the property for the period agreed.

### Complaints

Should you find any faults or have any complaints during your stay, please advise us immediately so that any appropriate action can be taken. In the case of a serious problem please confirm this in writing.

### Number of Persons in the Property

The number of persons occupying the property must not exceed the maximum number stipulated in the brochure/website. Debbie Wild reserves the right to refuse entry to the entire party if this condition is not observed.

### Damage and Breakages

You are responsible, whether caused directly or indirectly, for the cost of any breakages or damages to the cottage and its contents. In the event of damage to the property you will on an indemnity basis reimburse Debbie Wild the cost of the repairing the damage. In the case of breakages you will on an indemnity basis reimburse Debbie Wild the cost of replacing (as new) or repairing the damaged item or items.

Please report damages/breakages to Debbie Wild before you leave.

### Web Site and Brochure

We make every effort to ensure that the information on our web site at [www.silverleycottage.co.uk](http://www.silverleycottage.co.uk) and in our brochure is accurate. We do however reserve the right to make small changes and we accept no liability for minor inaccuracies.

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### Dogs/Pets

Dogs and other pets are strictly not allowed in Silverley Cottage.

### Smoking

Silverley Cottage is strictly **NO SMOKING**.

### Children

Guests must accept total responsibility for the safety of their children.

### Right of Entry

Debbie Wild and/or agents shall be allowed the right of entry to the property at all reasonable times for the purpose of inspection or to carry out any necessary repairs or maintenance.