

**Booking Form and Terms & Conditions**

***Please complete the Booking Form which should be read in conjunction with the Terms & Conditions below.***

**Please complete and return to:**

**Andrew & Fiona Kilby**

**2 Stoneburge Crescent, Bicester, Oxon, OX26 2DN**

**Tel: 07860 145932**

**Email: info@honeycottagenorfolk.co.uk**

**1. Hirers Details**

|  |  |  |
| --- | --- | --- |
| **Surname:** | **Forename:** | **Title:** |
| **Address:** | | |
|  | | |
|  | | **Post Code:** |
| **Daytime Tel:** | **Evening Tel:** | **Mobile:** |
| **Email:** | | |

**2. Party Details**

|  |  |  |
| --- | --- | --- |
|  | **Full Name** | **Age if under 18** |
| **1** |  |  |
| **2** |  |  |
| **3** |  |  |
| **4** |  |  |
| **5** |  |  |
| **6 *(in travel cot)*** |  |  |

**3. Holiday Booking Dates**

|  |  |
| --- | --- |
| **Arrival Date *(after 4pm)*** | **Departure Date *(before 10am)*** |
| ***Please Note: Change over day is Friday, unless otherwise agreed***  ***We also offer short breaks from Fri – Mon or Mon – Fri***  ***Please check the availability calendar on the website or contact us*** | |

**4. Optional Extras**

|  |  |  |
| --- | --- | --- |
| **Toddler Pack – available on request free of charge**  ***(includes travel cot without bedding, top & bottom stair gates, high chair and baby monitor)*** | **Yes** | **No** |
| **Dogs – £20 per dog per booking for extra cleaning**  ***(maximum of 2 well behaved dogs)*** | **1 Dog** | **2 Dogs** |

**5. Payment**

* ***electronic transfer: Sort Code: 40-35-34***

***Acct No: 63870928***

***Ref: Your Surname***

* ***cheques payable to: Mr A J Kilby***

|  |  |  |
| --- | --- | --- |
| **Dogs** | **£** |  |
| **Cottage Cost** | **£** |  |
| **Total Booking Fee** | **£** |  |

|  |  |  |
| --- | --- | --- |
| **Deposit (1/3 of total booking fee** | **£** | ***Payable on booking*** |
| **Balance** | **£** | ***Due 8 weeks before your arrival date - please note no reminders will be sent*** |

**6. Security Deposit – *please see Terms & Conditions***

|  |  |  |
| --- | --- | --- |
| **Security Deposit** | **£150.00** | ***Please include this with your balance payment due 8 weeks before your arrival date*** |

**7. Refund of Security Deposit *– please see Terms & Conditions***

|  |  |
| --- | --- |
| **Your Sort Code** |  |
| **Your Account No** |  |

**8. Declaration**

|  |  |
| --- | --- |
| ***I declare that I am over 18 years of age***  ***I have read and agree that this booking is made in accordance with the Terms & Conditions***  ***I agree to be held responsible for the balance of hire terms for Honey Cottage, due and payable in accordance with the Terms & Conditions*** | |
| **Hirers Signature** | **Date** |



**Booking Terms & Conditions**

Reservations, made by you, hereafter referred to as The Hirer, whether by telephone, in writing or via email are accepted by Andrew & Fiona Kilby, hereafter referred to as Honey Cottage, subject to the following Conditions of Hire and under English Law.

**1. Contract of Hire**

* The Contract of Hire is made between The Hirer and Honey Cottage.
* The Contract of Hire is not effective until Honey Cottage dispatches The Hirer written confirmation of the booking.
* Honey Cottage does not accept booking from Hirers under 18 years of age.

**2. Deposit Payment**

* Bookings will be confirmed upon receipt by Honey Cottage of the required deposit payment.
* If the booking is made within 8 weeks of the period of hire commencement date, the full accommodation rental and security deposit will be required.

**3. Balance Payment**

* The Balance of Hire will be due for payment 8 weeks before the period of hire commencement date.
* Honey Cottage reserves the right to cancel a period of hire where full payment has not been received less than 28 days before the commencement date.
* The deposit paid on the booking is non-refundable.

**4. Security Deposit**

* Honey Cottage charges a refundable security deposit of £150
* Under normal circumstances the security deposit of £150 will be refunded in full within 14 days of the end of the period of hire.
* Honey Cottage will make deductions from the security deposit as necessary – *please see below*

**5. Confirmation of Booking**

* Once a Confirmation of Booking/Invoice is issued the Hirer is responsible for the total published price of the property and any extras as shown on the confirmation.
* Any amendments to an existing confirmed booking are not effective until any additional payment is received and Honey Cottage dispatches further written confirmation to The Hirer.

**6. Booking Cancellation**

* If The Hirer is forced to cancel the booking Honey Cottage must be informed immediately.
* Booking deposits are non-refundable.
* The Hirer will remain liable for full payment if the booking is cancelled within eight weeks of the period of hire commencement date.

**7. Holiday insurance**

* Honey Cottage strongly advises The Hirer to arrange insurance for the booking that includes cover for both cancellation and personal property.
* Use of the property is entirely at the Hirer’s risk and Honey Cottage accepts no responsibility for injury, loss or damage to The Hirer, guests or belongings.
* Honey Cottage does not seek to exclude or limit legal liability for the negligence of their servants or agents.
* Honey Cottage does not accept liability for happenings outside its reasonable control such as breakdown of domestic appliances, plumbing, wiring, and temporary invasion of pests, damage resulting from exceptional weather conditions or the Hirer’s negligence resulting in loss, injury or accident.

**8. Party Numbers**

* Under no circumstances may more than the maximum number of persons occupy the property than specified on the Honey Cottage booking form.
* Honey Cottage reserves the right to refuse admittance if this condition is not observed.
* In addition Honey Cottage reserves the right to refuse or revoke any bookings from parties that may in their opinion and sole discretion be unsuitable for the property.

**9. Hirers Responsibilities**

* The Hirer is responsible for the property and is expected to take all reasonable care of it. It is The Hirers responsibility to bring these Terms & Conditions to the attention of all persons in the party.

**Cleaning**

* The property, including all equipment and utensils, BBQ and outside areas must be left clean and tidy at the end of the hire period.
* Should the property be found to require significant extra cleaning as a result of the condition in which it is left additional costs will be deducted from the security deposit.

**Rubbish & Recycling Bins**

* All rubbish & recycling goes in one bin and is collected every Wednesday. Please leave the gates open and park your vehicles so the collectors can gain access to the bin. If your party generates more refuse than the bin can accommodate, please take the excess to the nearest recycling centre. The next guests will not want to be greeted with an unpleasant and over-flowing bin.
* Unfortunately, if we have to dispose of excess rubbish there will be a charge of £30 deducted from your security deposit.

**Environmental Considerations**

* At the end of your stay please turn all the lights and electrical appliances (except the fridge freezer and boiler) off at the wall.
* Turn the hot water off in the airing cupboard.
* Leave the central heating set to constant and ensure the heating thermostat is set to 10 degrees.
* Honey Cottage does not allow smoking in the property and it is the Hirers responsibility to ensure that smoking is not allowed in the property at any time.

**Arrival & Departure**

* Full week breaks arrival and departure day is Friday.
* Weekend breaks are 3 nights – arrive Friday, depart Monday.
* Midweek breaks are 4 nights – arrive Monday, depart Friday.
* Arrivals: 4pm onwards.
* Departures: 10am prompt.
* Please do not arrive early or depart late, unless previously arranged, as time is needed to thoroughly clean the property between periods of hire. If the housekeeper is delayed due to late departure of The Hirers party there will be a late leaving charge of £30 deducted the security deposit.

**Keys**

* The Hirer will be contacted one week prior to the start of the hire period with key instructions and directions to Honey Cottage.
* Keys are usually collected from a key safe at the property or by separate arrangement.
* Keys must be returned to the key safe at the end of the hire period.

**WiFi**

* You are responsible for the use of wifi and internet access during your stay.

**Lost Property**

* In the event that something is left behind at the property, please inform Honey Cottage immediately so that the housekeeper can look for your property.
* Honey Cottage is happy to post things back to you but will apply a £15 minimum charge to cover administration, P&P which will be deducted from the security deposit.

**Pets**

* Up to 2 well-behaved dogs by prior arrangement
* Dogs are not allowed on furniture, upstairs or in bedrooms and must **NEVER** beleft alone in the cottage. Please bring dog bowls, towels, basket or blanket.
* Other pets strictly by prior arrangement with Honey Cottage.

**10. Damage**

* All damages and breakages are the legal responsibility of the Hirer and should be notified to Honey Cottage before the end of your holiday.
* The cost of repair or replacement will be deducted from the security deposit.
* Should the costs exceed the total value of the security deposit any balance is payable on demand.
* However, general wear and tear, minor damage or breakages will not normally be charged.
* Honey Cottage reserves the right to repossess the holiday home at any time, where the Hirer or any member of the Hirer’s party has caused damage or is found to be breaking the Booking Terms & Conditions or conducting themselves in an illegal, offensive or immoral fashion. Honey Cottage shall not be liable to make a refund of any remaining portion of the hire terms paid.
* Honey Cottage reserves the right to refuse future bookings.

**11. Availability**

* The Contract of Hire is made on the understanding that the property and its advertised facilities will be available for the dates stated.
* In the unlikely event that the property is not available through events arising outside the control of Honey Cottage, then Honey Cottage may be forced to cancel the booking. The Hirer will be advised as early as possible if this happens and Hirer will be entitled to a full refund.
* The Hirer will not, as a result, have any further claims against Honey Cottage.

**12. Complaints Procedure**

* If The Hirer is unhappy with the booking or the way it has been handled, please inform Honey Cottage immediately who will endeavour to rectify the matter as soon as possible.
* If problems arise during the period of hire, The Hirer should contact Honey Cottage immediately, who, in conjunction with the housekeeper and/or contractors, will endeavour to rectify the matter as soon as possible during the hire period.
* No correspondence can be entered into in the case of complaints made after The Hirer has departed the property when it will be appreciated that it is not possible for effective investigation to take place.
* If it is not possible to do this, and after full investigation it is the opinion of Honey Cottage that The Hirer’s complaint is justified, re-imbursement for the period of hire or part thereof will be arranged.
* Liability is limited to the price you paid for the period of hire, except in the case of legal liability for personal damage or injury, for which purpose Honey Cottage carries Public Liability Insurance.

*Rev04/14*