



## **Greetham Retreat Holidays - Self Catering Holiday Accommodation**

### **Terms and Conditions**

Greetham Retreat Holidays provide individual units of self catering holiday accommodation at Greetham near Horncastle, within the Lincolnshire Wolds, an Area of Outstanding Natural Beauty. When booking your stay with us please make sure you are aware of the following terms and conditions that apply.

#### **CONTRACT**

This Contract for a short-term holiday rental shall be made between the Client and the Owners of Greetham Retreat (hereinafter also referred to as "the Owners" "the Client" and "the Property").

Greetham Retreat self catering holiday units are all let as holiday accommodation and do not create a Landlord and Tenant relationship within the meaning of the Rent Acts and this Contract will be governed by Law of England and Wales and the parties submit to the jurisdiction of the English courts.

The contract will be created when the deposit or full payment is processed and the Owners issue the booking confirmation in writing.

The Client acknowledges that the use of the Property is limited to the purposes of a holiday only.

The Contract will be subject to all the following conditions and it is the Client's responsibility to see that all rules are adhered to.

#### **BOOKINGS**

A deposit of 25% of the rental fee is payable if the booking is made more than 6 weeks before the commencement of the rental and the booking will be confirmed on receipt of cleared funds. The balance will be due 6 weeks before commencement of stay. Non-payment of the balance of the rental on or before the due date shall be construed as a cancellation of the contract.

For bookings made less than 6 weeks before the commencement of the rental, the total rental fee is payable on booking. Payment can only be accepted by cheque if it is denominated in sterling (UK pounds) and received not less than 6 weeks before the commencement of the rental. All payments shall be made payable to Mrs J Folwell. Payments accepted are: Cheque, BACS Bank transfer or cash (in person only). Bank details are available on request.



## **CANCELLATION**

The Owners must be informed of any cancellations for whatever reason in writing by the Client named on the booking confirmation. The effective date of cancellation will be the date that the written instructions are received by the Owners.

## **CANCELLATION CHARGES**

Cancellation date before the commencement of Let

- More than 10 weeks - loss of 50% Deposit.
- More than 6 weeks but less than 10 weeks - loss of all the Deposit.
- Less than 6 weeks - full cost of the let.

In the event of the Owners cancelling the reservation due to circumstances beyond their control (e.g. fire, storm damage, illness or legal reasons), the Owners will provide a full refund of rental paid including any deposit paid.

The Owner shall not be liable for any loss, expense, inconvenience or otherwise resulting in such unavailability and the Client shall have no claim against them. The Owners strongly recommend the Client to take out Cancellation Insurance through their own insurance brokers.

## **PERIOD OF HIRE/LET**

Rentals commence, unless otherwise notified, at 4pm on the day of arrival and terminate at 10am on the day of departure. Any variations to these times must be by prior arrangement with the Owners at time of booking and will be detailed on your booking confirmation.

## **NUMBER OF PERSONS IN THE PROPERTY**

The number of persons occupying the property must not exceed the number of persons stated on the booking confirmation without prior notice. The Owners reserve the right to refuse entry to the entire party if this condition is not observed.

## **CARE OF THE PROPERTY**

The Client shall in all matters concerning the Property deal with the Owners. The Client shall take all reasonable and proper care of the Property and its surroundings including furniture, pictures, fittings and effects. The Client will 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.

At commencement of stay the Owners will make the inventory of the furniture and effects and their respective conditions available to the Client. Should the Client not agree with the content of the inventory then they should inform the Owners within 24 hours.

On completion of their stay the Client will inform the Owners of any damages and breakages for which they have been responsible.

The Client is legally bound to reimburse the Owners for replacement, repair or extra cleaning costs on demand. The Owners will check the condition and contents of the Property and will take all



reasonable steps to notify the Client within seven days of any additional charges for which the Client is liable. Payment shall be made by the Client immediately on receipt of the invoice in respect of the additional charges.

## **PETS**

Pets may in the absolute discretion of the Owner be allowed, for an additional charge, but please check with the Owners **prior** to booking.

Well behaved dogs are welcome in some units of accommodation, by prior agreement only, for an additional charge. Where a dog is allowed, it must be kept under strict control at all times whilst in and around the Property and must never be left unattended.

Dog basket or bedding must be brought by the Client. Under no circumstances are dogs to be allowed on beds, sofas or chairs.

All animal hairs and excreta on the Property or in the courtyard, paths and surrounding areas to the Property must be cleaned up immediately. The Owner reserves the right to charge for any additional cleaning inside or outside the Property made necessary by the dog.

Where a dog or other pet is brought into the property which has not been notified to the Owner prior to the commencement of the booking period the Owner reserves the right to evict the Client.

## **GENERAL RESPONSIBILITIES OF THE CLIENT**

- Not to bring pets or animals into the holiday accommodation unless the Owners are notified in advance.
- Not to allow Smoking inside the Property or in the communal areas within the building.
- To maintain the security of the Property during their stay i.e. to take responsibility for the closing and locking of doors and windows.
- Not to carry out any activity that may cause nuisance or annoyance to the Owners or other holidaymakers in any adjoining holiday accommodation.
- Not to alter the accommodation in any way and to leave the furniture and contents in the same position at the end of the Contract as they are found in at the commencement of the occupation
- Not to assign this agreement

## **LOST PROPERTY**

The Owners do not accept responsibility for any items or personal property that the Client leaves at the Property after their holiday, but if the Client contacts the Owners, they will endeavour to locate the lost item(s).

The Owners may retain found property items for a period of 28 days after which they will dispose of the items; but for reasons of hygiene, safety and storage purposes the Owners will not handle, retain or return any of the following:



- Items that cannot be directly traced to the Client
- Medical items or toiletries
- Consumable items of any kind
- Items that are soiled or have been in close bodily contact including some clothing
- Items deemed unsuitable to be returned

When lost property items are found and retained by the Owners, the Client will be informed. If the Client requests found items to be returned, they must pay the Owners an Administration Fee of £10 plus the full cost of postage and packaging prior to the property being returned. The Client may collect found property items from the Owners by prior arrangement, but payment of the Administration Fee is still required.

The Owner shall not be liable for any costs incurred resulting from the loss, damage, storage or return of Clients property and the Client shall have no claim against them.

### **RIGHT OF ENTRY**

The Owners shall be allowed the right of entry to the Property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance. Right of entry without notice is reserved at any time during an emergency.

### **COMPLAINTS**

Should there be any cause for complaint during the occupation of the property, it must be notified promptly to the Owners who will ensure that corrective action is taken if the complaint is found to be substantiated. A serious problem must be confirmed in writing.

The Owners will not consider any complaints or claims for compensation unless the complaint or problem is reasonable and has been raised by the Client during the course of the let.

### **LIABILITY**

The Owners will not accept any responsibility for the personal belongings of the Client or the Client's vehicles and it is the responsibility of the Client to arrange appropriate insurance cover in respect of these items.

### **TERMINATION OF BOOKING**

The right is reserved to terminate the booking/occupation with immediate effect if the Client fails to observe the regulations and requirements listed in these terms and conditions. In the event of termination under the provisions of this clause the Client will not be entitled to any refund of the rental fee paid.

The Owners reserve the right to alter amend or add to these terms and conditions at any time.

