

LAZY DAY COTTAGES

TERMS&CONDITIONS

Within these Booking Terms & Conditions, you and your means the person signing the conditions as party leader. We, us & our means Lazy Day Cottages of Strathmore West Fishwick Berwick-Upon-Tweed

BOOKING CONTRACT

You (the person signing the booking form as party leader) agree to enter into a contract under the following terms & conditions.

The contract commences when we have issued the written booking confirmation. We reserve the right to refuse any booking.

You must be aged 21 years or over when booking is made

PAYMENT

The booking form must be accompanied by the appropriate booking deposit which is non returnable..

The balance of the booking price must be paid 4 weeks (28 days) prior to your arrival. If failing to do so we reserve the right to treat the booking as cancelled.

Bookings taken within five weeks of arrival at the property must be paid in full at the time of booking.

YOUR RESPONSIBILITIES

You must keep the property and all furniture, fittings, facilities, equipment and grounds in the same state of repair and condition as at the commencement of the holiday and in the same state of general order in which it was found. You will be responsible for payment for any breakages caused by you. We reserve the right to levy an additional charge to your bill for same.

The person signing the contract is responsible for the correct and decent behaviour of the party. If you or a member of your party abuse the property or display dangerous, offensive or rude behaviour to representatives or third parties (eg neighbours) we reserve the right to terminate the holiday of the party concerned.

You must not exceed the maximum number of people stated in the property details.

You must not exceed the number of people booked for the holiday.

VISITORS. We are sorry but the site is for patrons only and all facilities are for your use only.

We or our representatives have a right to access the property at any reasonable time during your stay, to carry out essential maintenance. Gardeners may also enter the grounds during your stay, between the hours of 8am , 5pm

In the event of you breaching the responsibilities set out above, we reserve the right to access the property and the contract will be terminated without refund or compensation.

ARRIVAL AND DEPARTURE

You must arrive and depart within the check in and check out times stipulated unless arrangements have been made in advance. **(DEPARTURE BEFORE 10. 00 AM ARRIVAL AFTER 3.30 PM)**

BREAKAGES AND INSURANCE

Minor breakages must be replaced with similar items. You must report to us promptly any breakage or damage and reimburse us with the cost of replacement.

Personal possessions are not covered by our insurance. Any valuables left at the property are left at your own risk. It is essential and your responsibility to ensure all doors and windows are closed when leaving the property. You agree for us to deduct from your credit card for any damage or extra cleaning bills. We advise that you take out adequate travel insurance (including liability for accidental damage to the property).

LIABILITY

We cannot accept liability for any loss, damage or injury howsoever caused to you or the property.

Children should be monitored at all times. Please note there is water on site, children are not allowed in the Hot Tub unless adults are supervising.

Hot tubs may not be up to temperature on arrival due to the cleaning process.

We cannot be held responsible for noise or disturbance originating beyond the boundaries of our site. We cannot accept any liability for compensation where performance to contractual obligations is prevented or affected outside our control. Weather conditions, acts of God, explosions, tempest, fire or accident, war or threat of war changing restrictions and regulations of any kind on the part of the government or local authorities, strike or other industrial action or dispute. We cannot accept responsibility for the failure of public services such as gas, water, electricity, sewerage systems, breakdown of domestic equipment and breakdown of mechanical equipment. But will endeavour to arrange prompt repairs.

COMPLAINTS

In the event that a complaint arises whilst you are on holiday you should contact representatives promptly to allow us an opportunity to rectify the matter.

If the problem is not resolved to your reasonable satisfaction during your holiday, you must make your comments in writing within seven days of your return.

We cannot accept complaints unless this procedure is followed. Complaints received after this time will not be accepted. If we have not had prior notification of your complaint and if you vacate the holiday accommodation before the departure date without notifying us you will forfeit your right to a refund.

ALTERATIONS OR CANCELLATIONS BY YOU

If you request any changes to your booking we will endeavour to comply, but cannot guarantee this.

Cancellation by you of your booking must be in writing. The effective date of cancellation must be given on your written notification. Our charges for cancellation are detailed below in the table.

Number of days before holiday start date that notification is received and cancellation charge (percentage of the total cost of holiday)

0 TO 13 DAYS 100%

14 TO 27 DAYS 50%

ANY DEPOSIT PAYED IS NON REFUNDABLE

If you cancel at any time we will endeavour to obtain a replacement client. If a replacement is found we will then refund all monies paid by you for the property rental, less any difference between the cost for your holiday the deposit and the price paid by the replacement client.

ALTERATIONS OR CANCELLATIONS BY US

In the interest of continual improvement we reserve the right to make minor modifications to any amenities and facilities without any prior notice.

In the unlikely event that the property is not available on the date you booked (owing for damage) if requested and if available we will try to arrange alternative accommodation of a similar standard and location. A refund of all monies paid by you to us is alternatively available.

PETS

No pets are allowed on site.

THE WEB SITE STATES THE LODGE IS NO SMOKING AND CLIENTS ARE BOOKING IT AS SUCH

NO SMOKING IS ALLOWED .

Please note that we can not change over to the next client if you have been smoking because of the smell, and a specialist cleaner will be called in. So all cost incurred would be forfeited by the party leader.

WEB ACCURACY

The contents of our web page has been prepared in good faith

PRIVACY POLICY

We make it our highest priority to ensure that your personal information provided to us is kept confidential.

We may use your data in the future to update you on our product. Please let us know if you want your personal details to be removed from our database after your holiday.

LAW

These terms and conditions and the contract to which they apply are governed in all respect and the courts only shall have jurisdiction in relation to them.

SIGNATURE

I have read the terms and conditions and agree to abide by them.

Party leaders Signature

Name in full

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