

Dean Cottages: Booking Terms and Conditions – Robin Cottage

Updated 1 March 2021

The contract for a short-term holiday rental and will be between Dean Cottages or their co-hosts White Feather Management (referred to as "us" or "we") and the person making the booking and all members of the holiday party (referred to as "you" or "your") in the following booking conditions, the law of England and Wales will govern the Contract.

The contract of hire is not effective until we have received the deposit. The contract will be subject to these booking conditions and must be complied with. The party lead must be at least 18 years of age at the time of booking and the booking form must list the names and contact details of both the people and pets that are visiting us on holiday.

PRICES: The prices shown on our website re inclusive of electricity, Wi-Fi, bed line, towels, laundry, and cleaning at the end of the rental period.

PAYMENT: Bookings are confirmed on receipt of the deposit of 20% of the total holiday cost. The deposit must be paid within 7 days of booking being placed. The balance of the rental will be due for payment two weeks prior to the start date of the check-in date and we reserve the right to cancel a holiday where payment has not been received by this time. If the booking is made within eight weeks of the check-in date full payment of the rental amount will be required at the time of booking. Payment can either be by bank transfer, cheque, or PayPal, we will send the details to you separately.

In addition to the cost of your holiday, we will require a refundable security deposit of £200 which should be paid to us one week before the commencement of your holiday. This will be used to cover the cost of breakages, damage, loss, or extra cleaning if required. The deposit will be returned within 14 working days following the end of your holiday less any additional costs, if applicable.

CANCELLATIONS – THROUGH A THIRD PARTY: Where a booking has been made through a third-party website, for example Trip Advisor, the third parties Cancellation Policy shall take precedence over all other cancellation policies outlined.

CANCELLATIONS – AT YOUR REQUEST: If you need or wish to cancel your booking you must notify us as soon as possible as well as confirming this in writing. We will endeavour to re-let the accommodation that you have booked. If we are unable to re-let the property, you will be entitled to a refund based on the following sliding scale:

Days before holiday commences	Refund Due
29 days or more	Full refund minus a £30 admin booking fee
15-28 days before	80% refund
7-14 days before	50% refund
3-6 days before	25% refund
1-3 days before	We will refund the cost of the changeover (Cleaning, laundry, welcome pack etc)

CANCELLATIONS – COVID-19 RELATED LOCAL TRAVEL RESTRICTION LOCKDOWNS: We acknowledge that COVID-19 / Coronavirus related national and local lockdowns are circumstances beyond your control. The guest will be entitled to a full refund if there is a national lockdown in England, or if Gloucestershire is put into full lockdown or enters tier restrictions which prevent travel to the property by law. Guests will have no further claim against us for the cancelled holiday.

CANCELLATIONS – INABILITY TO TRAVEL WHEN TRAVEL IS NOT RESTRICTED BY COVID-19 RELATED REGULATIONS: The inability of any, some or all of the members of the holiday party to travel to and stay at the holiday cottage for any reason (including but not limited to, illness, the requirement or recommendation to self-isolate or to quarantine, jury duty, incarceration, change in personal or work circumstances, family emergencies and travel delays etc) remains your risk and does not give rise to a right to cancel or to receive a refund. For these reasons we strongly recommend you take out your own travel insurance with cancellation cover appropriate to your own requirements.

CANCELLATION – CIRCUMSTANCES ON SITE BEYOND THE CONTROL OF THE OWNER (FORCE MAJEURE): If for any reason we must cancel your booking in advance due to circumstances beyond our control for example fire, flood, exceptional weather conditions, epidemics, destruction/damage to the property (“force majeure”) you will be refunded the full amount of the booking. If we must terminate your holiday early for the above reasons you will be refunded part of the booking fee based on the time remaining of the booking. No additional compensation, expenses or costs will be payable.

PERIOD OF HIRE: Arrival time is from 4pm on the check-in date and you should leave by 10am on the day of departure. Failure to do so will result in you being charged a further day’s rental. You must not use the property except for the purpose of a holiday during the holiday period, and not for any other purpose or longer period. The agreement to stay in the property for the holiday period, does not create the relationship of Landlord and Tenant between the parties. You shall not be entitled to a new tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or at the end of the Holiday Period.

OCCUPANCY: We reserve the right to refuse bookings and to terminate your holiday forthwith, without compensation, or apply additional charges should the maximum number of people permitted be exceeded. In Robin Cottage the maximum number permitted is 4. Additional guests may be agreed in writing before the holiday commences. We reserve the right to refuse entry to any person or pet not agreed on the booking form.

HEALTH & SAFETY: The safety of our guests, partners and all who support us, is of paramount importance. Please familiarise yourself with the Health & Safety Policy and House Rules which have been put together to make sure that you are able to have an enjoyable and safe holiday with us.

LIABILITY: Dean Cottages, its employees and representatives shall not be liable to you or your party for loss or damage to property, cars or contents whether inside or outside howsoever arising. You must take all necessary steps to safeguard yourselves and your property.

CARE OF THE PROPERTY: You are responsible for the property and are expected to take all reasonable care of its furniture, pictures, fittings and effects, in or on the property. You must 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. You must not use the properties for any dangerous, offensive, noxious, noisy, immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or other neighbouring properties. Smoking is not allowed in any of the properties. Pets are permitted but the use of pet throws is requested, and the guests must take responsibility for

cleaning up after your pet, as well as ensuring that they are always under your control at the property whether outside or on the Common.

DAMAGES & BREAKAGES: A damage deposit of £200.00 is payable prior to the commencement of your holiday and will be refunded at the end of your holiday with breakages and damage charged at our discretion.

WI-FI: Mobile Wi-Fi is provided for the guest's use. The guest agrees to reasonable and lawful usage of this service. Under no circumstances should the device be removed from the cottage.

RIGHT OF ENTRY: We 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.

COMPLAINTS: Every effort has been made to ensure that you have an enjoyable stay. However, if you have any problem or cause for complaint, it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you to return.

DATA PRIVACY STATEMENT: We treat any data collected during the course of making bookings or dealing with enquiries in strict confidence. Your data will never be sold. Please see our separate Privacy Policy.