



HIGHER HOLCOMBE FARM HOLIDAY COTTAGES
BOOKING CONDITIONS (TERMS & CONDITIONS)

Booking Line: 01626 779688 or Email: enquires@higherholcombefarm.co.uk

Bookings are made and accepted only on the following conditions:

1. The Owners accept no responsibility for personal injury to Guests, or loss of or damage to their property, or for other matters over which the Owners have no control.
2. No bookings are valid without the non-refundable Deposit.
3. This agreement is made on the basis that the property is to be occupied by the Tenant for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the Tenant acknowledges that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.
4. Bookings cannot be accepted from persons under 18 years of age.
5. A deposit of 30% of the cost of the holiday must accompany the booking. Deposits are non-returnable unless the Owners are unable to accept the booking and as specified below.
6. Once a booking is confirmed by the Owner, the Guest is responsible for the balance of the cost of the holiday. This shall be paid no less than 4 weeks before arrival.
7. The Cottage Owners reserve the right to re-let any holiday where the balance outstanding is more than 14 days in arrears. However if we unable to re-let the holiday you will remain liable for the outstanding balance.
8. In the event of the accommodation becoming unavailable (e.g. through fire or illness), the Owners will endeavour to provide suitable alternative accommodation or will refund all monies paid or a proportion in the case of curtailment.
9. We advise you to take out cancellation insurance, but in the event of cancellations not covered by insurance, the Owners will endeavour to re-let the accommodation, and if successful the balance of the cost will not be due as in paragraph 7 above, or if already paid, will be refunded. The deposit is retained.
10. Guests shall keep the holiday accommodation and all furniture, fixtures, fittings and effects in or on the holiday accommodation in the same state of repair as at the commencement of the holiday, and shall leave the holiday accommodation in the same state of cleanliness and general order in which it was found. Guests must report and pay to the Owner the cost of any damage or breakages made during their holiday occupancy.
11. The Guests rights to occupy the property may be forfeited without compensation if:
 - (a) More people than specified on the Booking Form (unless prior notice has been arranged with the Owners).
 - (b) More people than the number the property holds, attempt to take-up occupation.
 - (c) Overnight guests are entertained without the Owners express permission.
 - (d) Any activity is undertaken which may cause unreasonable damage, noise or disturbance.
 - (e) Guests turn up with pets.



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12. In the event of there being cause for complaint concerning a property, the matter should be taken up with the Owner at once. It is important that this done whilst you are still at the property so that an on-the-spot investigation can be made if necessary and remedial action taken if required. In no circumstances will compensation be made for complaints raised after the tenancy has ended when the Tenant has denied the Owners the opportunity of investigating the complaint and endeavouring to put matters right during the tenancy.
13. The Property Owner or his representative shall be allowed access to the holiday accommodation at any reasonable time during any holiday occupancy.
14. We have compiled the information on this website as accurately as possible at the latest version of the website. However, facilities may be altered or withdrawn for reasons outside our control, in which case we cannot accept responsibility. We make every effort to ensure that the property details are accurate. Mistakes may occur from time to time. The Guests must accept minor differences between text/photograph/illustrations on the website and the actual property may arise. We cannot accept responsibility should the property not conform to the Guests standards. If a facility is particularly important to you, please check with us prior to your booking.
15. The Booking Conditions will apply to all confirmed bookings.
16. These Booking Conditions supersede all previous editions