

Terms & Conditions Of Contract Of Hire For The Holt At Church Stretton

This document tells you the terms and conditions of the contract being entered into between “you” the Hirer and “us/we” the Owner of The Holt for which the booking is made. This Contract of Hire will come into effect once you have paid your deposit to secure your booking and we have given you written confirmation of the booking.

Booking The Holt

To secure your place on your selected dates, please read these terms & conditions and pay your 25% deposit. By paying your deposit you are confirming that you have read and agree to these terms and conditions. If you are paying by cheque please let us know so that we are aware it will be arriving by post. On receipt of your deposit, we will confirm your booking. We will hold a provisional date booking for you for up to 5 working days to give you time to read the details and pay your deposit to confirm the dates. Please check the details of your booking carefully. If anything is not correct you should tell us immediately.

Schedule of Payments

We accept a 25% deposit to secure the booking. The remaining 75% should be paid 4 weeks before your holiday, along with a £100 breakages deposit (see below).

If full payment has not been received 14 days before the holiday start date, we reserve the right to cancel the booking.

If you are booking less than 4 weeks before the date of your holiday, full payment will be required.

Good Housekeeping / Breakages

All utility bills are included in your booking fee. Linen and towels are included, toilet roll, hand soap, washing up liquid etc. too.

With your final payment we ask for a Breakages deposit of £100. This will be returned to you automatically within seven days after your departure and only retained in the unlikely event of damage to the property, or unreasonable mess left behind which require us to employ additional cleaning. We do not normally charge for minor breakages such as one or two items of glassware or crockery providing you tell us about them. If we have cause to retain some of your breakage deposit we will of course tell you why. While respecting your privacy we reserve the right to access The Holt at all times, if necessary, for repairs and emergencies etc. Please make sure we have the correct mobile number for you during your stay so that we can let you know if there is any reason we might need to attend, or if the gardener will be mowing or the window cleaner is due.

Payment types

Our main method of payment is by card via Stripe online or BACS payment, please ask for details.

We so accept cheques through the post as payment but will clear payment through the bank before confirmation.

Cancellation

If you need to cancel your holiday, we have a sliding scale of what proportion of your payment we will retain, depending on how close it is to the booking, to cover the lost booking, or the costs to advertise to try to fill the booking with a different guest.

We reserve the right to retain your 25% deposit from date of confirmation of booking until 4 weeks before the let, 50% between 4 and 2 weeks before, and 80% in the last two weeks.

In practice, however, please advise us as soon as possible and we will always try to re-let the property if we can. If we manage to let it to someone else we will always try to return your payment minus any advertising costs incurred to find a new booking, or a £25 administration fee, whichever is higher. In practice we will do our very best to try to get someone else in your slot and return as much money as we are able, as we recognise that people don't cancel a holiday without good reason. We do advise you to take out holiday insurance to cover yourself for the unlikely event of a cancellation, unforeseeable circumstances or weather events.

In the extremely unlikely event we should need to cancel your booking (for example in case of damage to the house etc.) we will refund in full all monies you have paid, or offer you an alternative date, if we can find one which is agreeable to you. Our liability would not extend beyond this refund and we advise you to take out insurance for any travel or other costs you might incur. This has never happened in over a decade of letting, but we cannot foresee all eventualities and travel insurance is the safest recourse.

Guests

As the person making the booking you are accepting the contract on behalf of all members of your party and you are responsible for making sure they understand and accept the terms and conditions and act responsibly in the property during your stay.

The Holt is let for up to 6 adults in the bedrooms plus up to 3 children on single beds or cots. One adult or couple can sleep on the sofa bed. The total number of people staying must not exceed 10 in the house. For insurance purposes you must tell us on booking about the makeup of the group who will be staying, including ages of any children. You must tell us in advance if you wish to add to the party size or change the guests stated on your booking form but you can do this by simply emailing us if your group changes. You cannot transfer the booking to someone else once it is made without letting us know. We will be happy to allow you to change your details in advance, but we reserve the right to refuse to let the property if the party arriving is not the party agreed in the booking. We will ask for the names of all guests before the letting goes ahead for insurance purposes.

Changing dates

We cannot guarantee a change of date if you need to move your holiday. You will still be liable for the cost of the holiday on your original date. In practice we will of course try our best to re-let your original date and/or allow you to move to your new date whenever it is possible to do so.

Liability

The Holt and its amenities are rented to you to use at your own risk. Of course we make every effort to ensure that The Holt is a safe and comfortable place to visit. You and your fellow guests acknowledge that the use of the property is entirely at your own risk. You and your fellow guests shall indemnify and save harmless the owner against and from any and all expenses, costs, damages, suits, actions or liabilities arising from any and all loss of or damage to personal property, injury or death resulting from the use of the rental property, surrounding grounds and gardens. The owner has no responsibility nor liability for any injury or damage caused to a guest or their possessions during the course of their stay, including loss or damage to vehicles and their contents, and to the personal possessions you bring with you. Nothing in these conditions affects your normal statutory rights.

Care for children and dogs in your party remain at all times the responsibility of you as the adult present in your group, particularly on the terrace and in the gardens, you should ensure supervision at all times and risk assess the property for your own specific needs. In the unlikely event of a problem with your booking, our liability to you is limited to the price of your holiday. We make this booking with you as a holidaymaker, and as such cannot be liable for any business losses made as a result of your booking. You may not carry out any form of trade or business from the property, nor may you sub-let any part of the buildings.

Arrival / Departure

The Holt will be available for you to move into from 4.00 p.m. on the day of arrival. If you arrive promptly and we are finishing up with the changeover we will welcome you and show you the facilities. However we provide a key safe and will send you the code, so you can arrive at your leisure. Please let us know if for any reason you will not be able to arrive on the stated day or if you need to leave a day early, as we need to know for insurance purposes if the property is going to be empty.

If you arrive before 4.00pm because of light traffic or because you have an appointment nearby, we are happy for you to park your car and unload your bags into the hallway, and then go into town or onto the hills while changeover is completed. We require that you vacate the property by 10.00a.m. on the morning of your departure.

Damage

Guests should leave the property in a reasonably clean and tidy condition, dishes washed or in the dishwasher, rubbish in bins or separated appropriately into recycling. We clean thoroughly between bookings but please use common sense as to whether you are leaving the property in a state which can be thoroughly cleaned in just a few hours changeover. You don't need to clean or strip beds unless you wish to.

Any unsafe or dangerous condition must be reported to the owner immediately. Breakages during your stay should be notified immediately so replacements can be arranged for the next guests. We will not normally charge for minor breakages such as glasses and crockery etc. if you let us know. If there are more substantial damages or repairs, we may retain the costs of the repairs from your breakages deposit. Please do not attempt to repair the property yourself if you cause any damage, and do not use stain removal chemicals on the carpets or upholstery. There is a good chance we will be able to fix the problem without any cost to you, but well-meaning attempts to fix it by guests often cause more damage and we cannot be liable for injury if you ignore this.

Smoking

The Holt is entirely non-smoking and you agree not to smoke in any part of the house. Some disposable ashtrays are provided for smoking guests to smoke in the garden or on the terrace. All cigarette waste must be disposed of directly into the outside bin. **No used tin ashtrays, cigarette ends or spent matches must be put into bins inside the house, under any circumstances.**

Noise

The house is in a residential area and we would ask you to be considerate neighbours. Please do not cause late night noise. If we discover that there will be local noise during your stay (for example from local building works or events) we will do our best to inform you before your stay but we cannot be held responsible for disturbances which we could not reasonably predict.

Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, 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 are almost always able to fix small issues during the stay when they occur. We value your custom and want you return! If the matter is not resolved, let us know as soon as possible. Complaints not reported at the time cannot be verified later so we cannot realistically help you as much with complaints made after you return home, if you have not raised them during your stay. We would much rather be able to rectify any problems you have to give you a wonderful holiday. In the unlikely event that you inform us of a problem and we do not rectify it to your satisfaction during your stay, please put your complaint in writing to us within 21 days of the end of your stay.

Property description.

We take every care to ensure the accuracy of the property description. All information on our website is given in good faith and is believed to be correct at the time of going to press, but we cannot be held responsible for changes beyond our control.

Data Protection

The information you give us in connection with your booking is held securely on our bookings system and email platform and dealt with in accordance with the Data Protection Act. By providing us with this information you are deemed to accept this and to have the consent of all members of your party to this. Please make sure your other party members agree to this.

We keep this information to help us to improve our service to you and to provide you with information about our holidays. We do not pass it on to anyone else, except if we are legally required to do so or for the purposes of crime prevention. You can ask to see what information we hold about you at any time and can ask to be removed from our mailing lists if you wish.