

# Booking Terms and Conditions

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## Glossary of Terms:

Owner - Sandra Barker  
Visitor - Person named in the Booking Confirmation  
Property - Bronte School House, 2 Bronte Cottages, Cowan Bridge, Lancashire,  
LA6 2HS

Booking Confirmation – Confirmation of booking detailing payment, period of booking and name of person making booking

**Making a booking** Offers and bookings are subject to availability. A binding contract comes into existence between the Visitor and the Owner once the Owner has received your deposit and has issued you with a Booking Confirmation.

You must check your Booking Confirmation as soon as you receive it and if any information is inaccurate in any way you must advise the Owner straight away.

**Data Protection** Personal data of the Visitor will be used only for the purpose of processing their booking and will not be passed on to any third parties.

**Number in your party** The total number in your party must not exceed the capacity of the accommodation as advertised. The Owner has the right to refuse to hand over the accommodation to any party exceeding these limitations, or to terminate the holiday of anyone exceeding these limitations at any time during the holiday.

**Payment** When you book you must pay the deposit requested. The balance is due and payable by the date printed on your Booking Confirmation (5 weeks before your holiday start date). For bookings made within 5 weeks of your holiday start date the full amount must be paid when you make your booking.

**Changes by you** Once a booking has been confirmed by the Owner to you in the Booking Confirmation should you require it to be amended, up to 5 weeks before the holiday start date, you may change your holiday start date to another date within the same calendar year, subject to availability and payment of any difference in price.

**Cancellation by you** Telephone the Owner immediately if you have to cancel and on the same day send the Owner written e-mail confirmation. Your cancellation is effective from the date the Owner receives your written confirmation which will be acknowledged. A charge will be payable by you to cover the Owners costs as follows:

Period before scheduled arrival date within which written cancellation notification is received	Cancellation charges as a % of total costs
More than 5 weeks	Loss of Deposit
4-5 weeks	50%
1-4 weeks	90%
7 days or under	100%

unless the Owner is able to re-let the Property for the whole of the rental period in which case the deposit only will be forfeited plus any additional costs incurred by the Owner to secure another booking.

**Cancellation by the Owner** Very occasionally, in circumstances of 'force majeure' including destruction or damage of the Property (which cannot reasonably be remedied to a satisfactory standard before the start of your holiday) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, epidemic and all similar situations beyond the Owner's control, the Owner may have to cancel your booking. The Owner will tell you as soon as possible, and offer you a full refund. The Owner cannot pay compensation or any reimbursement of any expenses or costs you may incur as a result of any such cancellation or change.

**Linen and Towels** Bed linen and towels are provided within the rental price.

**Check-in/check-out times** Earliest check-in time is 4pm and, latest check-out time 10am on day of departure unless agreed otherwise with the owner.

**Keys** The Visitor will be issued with 2 sets of keys to the cottage on arrival and the Visitor must return them on the date of departure. Failure to do so will incur the cost of replacements.

**Smoking restrictions** Smoking/vaping is **not** permitted inside the Property.

**Pets** Pets are not permitted inside the Property. We do however welcome trained assistance dogs where needed with their owners.

**Unreasonable behaviour** The Owner has the right to refuse to hand over accommodation to anyone who, in the reasonable opinion of the Owner, is not suitable to take charge of it. In such cases all hire charges paid will be refunded in full as quickly as reasonably practicable, the contract will be terminated and the Owner will have no further liability.

The Owner of the accommodation reserves the right to terminate a holiday after the keys have been handed over if any illegal activities are being carried out at the Property or if unreasonable behaviour of anyone in your party is causing or is likely to cause danger or significant annoyance to others or damage to property. In these circumstances no refund will be given. Please note that unreasonable behaviour specifically includes smoking in the property by any member of your party.

**Damage to the property/ Cleanliness of the property** The Visitor shall be liable to the Owner for any loss, costs, expenses or claims arising from any damage caused to the Property including the garden and/or its contents by the deliberate or negligent act or omission of the Visitor or of any person in their party. If, as a result of such damage, the Property or any of its contents need to be repaired or any of the contents need to be replaced then the Visitor shall be responsible for paying the reasonable costs of doing so. The Visitor or any person in their party must not remove any fixtures/fittings or contents from the Property or the garden. The Visitor is expected to leave the Property tidy and in the same state of general repair and order in which it was found. An additional charge may be made if the Property is not left in a reasonable state of cleanliness.

**Repairs** The Visitor will promptly notify the Owner where any repair to the Property or contents is required.

**Complaints** Every effort has been made to ensure that the cottage is presented to the Visitor at a high standard. Should the Visitor however have any cause for complaint they should contact the Owner immediately to discuss the problem. The Owner will take all reasonable steps to resolve the problem as quickly as possible and to communicate the outcome to the Visitor. If after this the Visitor believes the complaint has not been satisfactorily resolved then they should notify the Owner in writing within 7 days of leaving the cottage. The Owner cannot subsequently consider any complaints or enter into any correspondence about them unless this procedure has been followed.

**Owners right to enter the Property** The accommodation Owner has the right to enter the Property (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out).

**Your Vehicles** Your vehicles, their accessories and contents are left entirely at your own risk. Electric vehicle charging through the standard 13A sockets in the property is not permitted.

**Your Personal Property** The Owner accepts no liability for the possessions of the Visitor or anyone in their party.

**Personal Travel Insurance** You are recommended to take out Personal Travel Insurance for your holiday.

**Fires** The Visitor or anyone in their party must not light fires in the garden or in any fireplace in the Property except in the woodburning stove in the lounge and the door of

the woodburning stove must be kept shut at all times when lit except for when loading with wood. Candles must not be lit in the Property.

**Chargers** The Visitor or anyone in their party must not leave chargers switched on when not in the Property.

**Security** The Visitor must ensure that at all times when leaving the Property the external doors are properly locked and all windows are latched shut.

**Law** The contract is subject to English Law and the non-exclusive jurisdiction of the Courts of England and Wales.

Signed:

Owner  Date:

Visitor ..... Date: .....