

## Godfrey Hole Cottage Booking Terms & Conditions

### 1. TO MAKE A BOOKING

A deposit of £120 is required to confirm your booking. If, however, you are booking within 8 weeks of your holiday, payment must be made in full. You must be over 18 years of age at the time of making your booking. As soon as you receive our holiday confirmation form, please check it carefully. Any errors must be reported to us immediately.

### 2. BALANCE PAYMENT

The balance of payment is due at least 8 weeks prior to holiday commencement. This can be paid by cheque or bank transfer. Non payment of the final balance when it becomes due may constitute cancellation of the holiday and forfeiture of the deposit payment.

### 3. HOLIDAY COSTS

Included in the price are water, electricity, oil for central heating/hot water, and first basket of logs for the wood-burner. Bed linen and towels are provided.

### 4. OCCUPANCY

The cottage offers sleeping accommodation for 3 people (one double bedroom and one single bedroom) plus an additional 2 people if using the sofa bed in the lounge. There is also a travel cot. Your holiday group must not exceed this maximum number of 5 guests (+ baby) as described above. The holiday cottage is to be used for personal and domestic purposes only and is not available as a base for businesses or organisations.

### 5. PETS

Sorry, pets are not accepted at the property.

### 6. SMOKING / NAKED FLAMES

Smoking is not allowed anywhere in the property. The use of candles/tea lights and naked flames is strictly prohibited due to fire risk. Care should be taken when using the wood burner. Please follow the written guidelines provided.

### 7. KEY COLLECTION

The cottage is available from 3.00pm on day of arrival and must be vacated by 10.00am on day of departure, unless otherwise agreed. Keys should be collected (and returned at the end of your stay) to the owners next door at Godfrey Hole House.

### 8. CAR PARKING

Off road car parking is available to the side of the cottage. If your party has more than one vehicle, please park nose to tail. Vehicles parked outside the cottage and their contents are at your own risk.

### 9. CARE OF THE COTTAGE

We ask that you treat the cottage with respect and leave it clean and tidy. Please report any damages/breakages to the owners before departure so we can fix/replace these prior to the next guests coming in. Damage/breakages caused through neglect may be charged for. In this case we will contact you within 1 week of departure.

### 10. HOLIDAY INSURANCE

We advise you to arrange your own insurance to cover yourselves and your personal belongings whilst staying at the property. We recommend that you also purchase Holiday Cancellation Insurance. No liability is accepted by the owner in respect of damage to, or loss of, personal property during your stay.

### 11 CANCELLATION

If a cancellation is requested more than eight weeks in advance of the letting, the balance of any monies paid, less the rental deposit, will be returned to the tenant. If the cancellation is requested within the eight weeks prior to the letting, the owner will retain the rental deposit and also reserves the right to retain the balance of the rental (should it not be possible to re-let the property for this period).

In the unlikely event that the property becomes unavailable or unusable for any reason prior to the rental period, we will give a full refund and do our best to help find suitable alternative accommodation in the area.

#### 12. YOUR RESPONSIBILITIES

You are responsible for keeping the building safe and secure during your stay. Doors and downstairs windows should be locked when you are out. All furnishings and fittings inside and outside the property should be kept in a comparable state of repair and condition as at the beginning of the holiday. The property should be left clean and tidy in the same state as you found it. Breach of these conditions may result in the owner making an additional cleaning charge and/or making a claim against you as a result of any damage or loss.

You are expected to show due consideration to other people, not to abuse the property or display rude, dangerous or offensive behaviour towards the owner or caretaker or other third party. Possession of the property can be refused or you can be asked to leave before the end of the holiday. If this happens we will treat your holiday as having been cancelled by you and you will not be entitled to a refund of your holiday cost or compensation.

#### 13. RIGHT OF ENTRY

The owner shall have the right of entry to the property at all reasonable times, except in an emergency where immediate access may be required, for the purposes of inspection or to carry out any necessary repairs or maintenance.

#### 14. APPLIANCES

In the event an appliance breaks down, it will be repaired or replaced as soon as possible. We will not pay compensation in such circumstances.

#### 15. DATA PROTECTION

All personal data provided by customers and prospective customers will be kept private and not passed on to 3<sup>rd</sup> parties. We would like to have the option of using any positive feedback (such as visitor book comments) in future marketing activities. Full names and addresses would not be published. Please let us know if you have any objections to this.

#### 16. ACCEPTANCE OF TERMS & CONDITIONS

By making a booking you will automatically be accepting these terms and conditions.

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