



www.hanselcottage.com

Terms and Conditions

General

This is a legally binding contract between the property owner, Hansel Cottage and the holidaymaker. The property owner is also referred to as "we" and "us".

The holidaymaker is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you". The holidaymaker must be at least 18 years of age at the time of the booking.

The property referred to being Hansel Cottage, Hansel Cottage, Dartmouth, TQ6 0LN, United Kingdom. The property is also referred to as "the Cottage".

Bookings

The booking is purely a contract of hire and gives a temporary licence to occupy for the purpose of a holiday and creates no security of tenure.

A booking deposit of 20% of the total rental is payable within 7 days of the provisional booking being taken. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice.

The balance of the rental charge, along with the good housekeeping and damages deposit, is payable not less than eight weeks prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. Please be sure to note the due dates of these payments as reminders are not routinely issued.

Bookings made less than eight weeks prior to the arrival date must be paid in full at the time of booking.

Good Housekeeping and Damages' Deposit

A 'Good Housekeeping and Damages' Deposit of £250 will be taken before you arrive at the Cottage. The deposit will be automatically refunded after our housekeepers have been in, two weeks after you leave. We will always notify you if we have to take funds. We will only take funds if we have to handle your rubbish or laundry, if additional cleaning costs have been incurred or if there is significant damage/loss to the Cottage, its contents or the Cottage grounds.

Cancellation by the Holidaymaker

Once the booking has been confirmed, the holidaymaker is then liable for the outstanding balance on the payable due date. If you wish to cancel your booking all sums paid by you are forfeited and all balances are payable. However the owners will endeavour to re-let the cancelled dates. If we are able to re-let the dates, we would arrange for any money to be re-paid to the holidaymaker less an administrative fee of £100. If we are unable re-let the dates all sums paid by the holidaymaker are forfeited and all balances are payable.

We would therefore recommend taking out an insurance policy to cover any potential losses or outstanding liabilities.

Cancellation of the booking by the holidaymaker should be made in writing and emailed to hanselcottagedevon@gmail.com



www.hanselcottage.com

If no acknowledgement is received within 24 hours, please telephone 07886 337240.

Cancellation by the Property Owner

The property owner will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes not available and the property owner has to cancel the booking, the property owner will endeavour to find the holidaymaker suitable alternative accommodation. If suitable alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund. The property owner shall only be liable to return the monies received. No compensation or consequential losses shall be paid

Miscellaneous

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable.

Number of Guests

The maximum number of people entitled to stay at this property is 8 (plus 2 infants/children under 10) and furthermore, only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund. Subletting or assignment of the let is prohibited.

Dogs

Dogs are allowed in the property subject to the property owner's agreement. An additional surcharge of £30 per dog is payable. All dogs must be house trained and over 12 months in age. The number and type of pet must not exceed what was agreed at the time of booking, otherwise a breach of contract will be deemed to have taken place.

Pets must not be left unaccompanied in the property at any time. If your dog sleeps on your bed with you please let us know beforehand and bring your own bed linen. If our bed linen is used and found to be covered in dog hairs you will be charged for replacements. Please do not use the bedding supplied without bed linen; in the event of this happening you will be charged the full cost of replacement duvets, pillows and protectors. If your dog is used to sitting on sofas and armchairs please bring your own clean throws to protect our furniture.

The holidaymaker must ensure that all dog stools are immediately and hygienically disposed of from the garden. The holidaymaker shall be liable for all damage caused by his/her pet or any pet



www.hanselcottage.com

belonging to the holidaymaker's party. A charge will be made for any additional cleaning required. The property owner cannot be held responsible for any accident or injury to a pet during their stay.

The garden is fully fenced but it is the holidaymaker's responsibility to ensure the fencing is adequate to contain their dog(s). We do not guarantee that it is dog proof.

Arrival and Departure Time

Every effort will be made to have the property available from 4pm on the day of arrival. The property must be vacated by 10am the day of departure. Late departure will result in an additional charge being made. Information about keys and how to collect them will be provided once full payment has been received.

Linen and Towels

We provide all linen and bath towels (except for beach towels, cot bedding and bed linen when dogs will be sleeping on beds which we would ask the holidaymaker to bring).

Use of Cottage and grounds

You must keep the property and its contents clean and in good order and remove any rubbish including dog stools from the garden during and at the end of your stay. You are not permitted to smoke or 'vape' in the Cottage. The holidaymaker will be responsible for any damage, breakages or losses caused by the holiday party. We reserve the right to charge for repairing and/or replacing any such damaged items and for any additional cleaning required. The cost of any necessary replacements or repairs or cleaning will be taken in the first instance from the 'Good Housekeeping and Damages' deposit and any excess invoiced to you and payable within 14 days. Any breakages or damage must be immediately reported to the property manager. You must allow the owners or any representative of theirs access at any reasonable time during your stay for the purpose of essential repairs and gardening.

You must not cause a nuisance to neighbouring properties, farm animals or wildlife during your stay. The letting off of fireworks or similar is expressly forbidden.

Electric car charging

Electric vehicles must only be charged on the dedicated charger. Our electrical wiring is unsuitable for charging from the domestic plug sockets and doing so is a fire hazard and will invalidate our insurance.

Third party breakdowns and cuts to utility services

The owner is not responsible for any third party breakdowns, malfunctions or cuts of utility services such as electricity, gas, water supplies, or sewage disposal although every attempt will be made to remedy a problem where possible should it occur. In the case of television and telecommunications (satellite and broadband) the owners cannot be held responsible for the services. While the owners expect these services to be operating these can be subject to interruptions or poor signal or no signal or reduced bandwidth. The owners will use reasonable endeavours to assist in an effort to resume or improve service but no refund or relocation will be considered for interruptions or non-availability of telecommunications or television. Please note there is no mobile phone reception in the Cottage.



www.hanselcottage.com

Advertised facilities and services

Whilst the owner shall endeavour to make all advertised facilities and services available such as the pool table, television, wi-fi, etc. The owner shall not be liable and no compensation or refund shall be due if such facilities and services are not made available for good reason including (without limitation) maintenance, damage, weather, government advice or legal restrictions, and health and safety concerns.

Personal Belongings

Personal belongings must be removed at the end of your stay and if you fail to remove them and request that we send them back to you we reserve the right to charge the cost of postage, carriage and our housekeeper's time. If you do not respond to our request to remove them, then we reserve the right to dispose of the belongings and to retain the proceeds of sale and/or donate them to charity.

Liability

The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Children must be supervised at all times.

Complaints

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to us immediately it becomes apparent, thereby giving us the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

We will make every endeavour to rectify any identified problems as soon as is reasonably possible.

Your information

We keep your personal data safe and secure. Full details about how we use your data are set out in Our Privacy Notice. Similar to other commercial websites, this website and the system utilises a standard technology called cookies and web server logs to collect information about how the website and/or the system is used and how to improve them. Further details can be found in Our Cookie Notice. By providing information about you and your party (as outlined in the Privacy Notice) when making a reservation, you consent (on your behalf and on behalf of each member of your party) to such processing and you warrant that all information provided by you is accurate. You also consent for your data to be used for marketing purposes in connection with Hansel Cottage unless you request to opt out of this.