



Booking Terms and Conditions

General

A firm reservation is subject to the receipt of completed booking form and the required deposit. The balance / full payment is required eight weeks before the arrival date. We cannot accept any responsibility for non-receipt of payment or any charges due from electronic bank transfer, card or cheque discrepancies. If the balance is not received by the due date, we reserve the right to retain the deposit and re-book if possible.

Occupation

The property is only to be occupied by the guest and their party, names to be included on the booking form and must not exceed this number under any circumstances without prior consent being given by the owner. No pets are allowed into the cottage or on the premises. The Cottage is strictly No Smoking.

The Property

You can arrive at the property from **5pm** on the arrival date. The guests must vacate the property by **10am**. Failure to do so may result in a charge.

You agree to comply with the regulations set out in the property manual at the property.

During the period of occupation the guest(s) are responsible for the property and its contents.

You agree to treat the property and all its fixtures and fittings with respect and are responsible for leaving the property and all its contents in a clean condition and good order.

You will be responsible to pay the reasonable cost of repairing any damage or losses incurred during occupation or for any extra cleaning required.

The Guests will not use the property in such a manner that will cause a nuisance or annoyance to any other occupier of adjoining or neighbouring properties. The owner reserves the right to repossess the property if you or any member of the party causes a significant nuisance or causes excessive damage. The Owner can have reasonable access for the purposes of inspection or repair.

Wifi Broadband

Complimentary wifi broadband is offered at the property and is not always guaranteed to be available or at the speed you may be use to. You are asked not to download large files such as films or games. Your use of the internet is conditional on it being used for legal purposes only.

Payment

The deposit of 30% of the weekly holiday price is due upon booking. The balance is due 8 weeks prior to the arrival date or 100% of the cost of the holiday if booked less than 8 weeks before the arrival date.

Cancellation by the Guest

Once you have booked your holiday and you have paid your deposit, a legally binding contract exists between us that is non-cancellable and non refundable.

If for whatever reason you cannot take your holiday it is important you inform me (in writing) at the first opportunity. I will do my best to re-let the property for the dates you have booked and, if

successful, your liability for the balance of rental will cease. If I have not been successful in re-letting the property by the balance due date, you remain liable for the full cost of the holiday and must pay the balance on the due date. I shall continue to advertise the property from the payment of your balance until your arrival date and if the property lets I shall return any monies received less a £40.00 administration fee.

If you fail to arrive at the cottage by midday on the day after your arrival date without notifying me by email then I shall be entitled to treat your booking as cancelled by you and the above cancellation policy applies.

Please note your deposit is not refundable under any circumstances. **For this reason I strongly recommend that you take out holiday cancellation insurance**, which is inexpensive and can be obtained from any good broker.

Cancellation by the Owner

In the unlikely event the owner needs to cancel or make changes to the booking the guest will be notified as soon as possible. A full refund of any monies paid will be given.

Force Majeure. The Owner cannot accept liability or responsibility for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, livestock, epidemics, acts of any government, or public authority, changes imposed by re-scheduling of airlines or ferries or any event outside our control.

Covid-19 ***Updated 14th October 2020***

As of 4th July any guests who stay at Kings Hyde Cottage must follow the following procedures in order to keep everyone safe and to comply with Government restrictions until the Government makes changes to these.

I have a current risk assessment in place and available to guests on the website, Covid-19 cleaning course completed and appropriate cleaning and PPE procedures in place.

If guests have any symptoms, should be self-isolating due to contact with someone who tested positive for Covid-19, or have been contacted by NHS Test & Trace and told to self isolate please do NOT travel to the property for your holiday. Please contact me at the earliest possible time and I will re-advertise the dates and any monies received will be refunded. For this reason I strongly advise you have appropriate holiday insurance in place and I will supply the correct documentation to support your claim.

If you are displaying symptoms of Covid-19 while staying at the cottage they must contact me, the owner, **immediately** by video/voice call. The guests must immediately self isolate organise to have a test for Covid-19 at the local test centre straight away. If the test is positive guests must inform me immediately and leave the property as soon as they receive the result to return home to follow the Government self-isolation policy. If the guest/s are too ill and unable to travel home and need to self-isolate at Kings Hyde Cottage the guests are responsible for the cost of the extra weeks. Please ensure you have the appropriate holiday insurance in place. I will offer support in the form of grocery shopping (guests' cost for shopping) and medication collection. Clean linen will be provided once a week.

If I need to cancel your booking as the previous guests need to self-isolate I will attempt to contact other local owners to see if a relocation is possible or refund your booking in full. I will notify you at the earliest possible time.

If you wish to cancel your booking due to your own personal uncertainty and there is no restrictions in place this will be treated as a guest cancellation and the normal terms and conditions apply, please refer to the section for "Cancellation by the Guest".

While staying at the property all guests have a duty of care to protect themselves, the property and the owners by following all government advice and guidance with regard to Covid-19.

If a second lockdown, either nationally or localised to the New Forest, occurs and the accommodation is unavailable due to a Government order I will contact guests booked for that time directly. I will follow the current guidelines and find an agreeable solution with guests.

Kings Hyde Cottage reserves the right to amend or adapt to these conditions as the situation develops

Loss or Injury

The owner shall not be held liable for any personal injury or death to the guest or their party unless it is a direct result of the Owner's negligence. The Guest and their party must take steps to safeguard their personal property and no liability is accepted for the loss or damage of such property.

Data Protection

Kings Hyde Cottage is absolutely committed to respecting and protecting your data while in our care. Please refer to the privacy policy in the footer of Kings Hyde Cottage website.

Complaints

If the Guest believes they have cause for complaint please notify the owner immediately. We want you to enjoy your stay at the property and will make every effort to rectify any maintenance issues you might have. It becomes very difficult to rectify any issues retrospectively once you have left the property.

These terms and conditions supersede all previous issues. Kings Hyde Cottage reserves the right to change these terms and conditions at any time by posting changes online.