



Surrey Hills Holiday Cottages – Holly Cottage

## TERMS & CONDITIONS OF BOOKING

Please read these terms & conditions carefully. By continuing with an online booking and / or making a payment then you are agreeing to these terms and conditions.

- 1. MANAGEMENT AND OPERATION** Holly and Nursery Cottages are Managed and Operated by: Coverwood Farm LLP The Estate Office, Peaslake Road, Ewhurst, Surrey, GU6 7NT. [Registered in England No: OC380011, VAT Registration No: 212 7310 12] Telephone +44 (0) 1483 801092. Email [tim@coverwoodlakes.co.uk](mailto:tim@coverwoodlakes.co.uk).
- 2. TO MAKE A BOOKING** Bookings must be made by a responsible adult (aged 18 or over at the time of booking) who will be staying for the duration of the booking and who will take responsibility for the group including any damage and / or complaints made by other guests. Prior to arrival we must be provided with a list containing the names and ages of all members of the group. Please use our website (<https://www.surreyhillsholidaycottages.com>) or telephone our office on 01483 801092 or 07974 674876 to check availability and to book. We no longer accept cheques – please instead make payments online securely through our website. Prices are in £ sterling and subject to change at any time but once we have confirmed your booking the price will not change. VAT is included in the quoted price for Holly Cottage at the rate applicable on the Date of Supply (the date on which we account for VAT to HMRC which is normally the date of the final payment). Nursery Cottage bookings are not subject to VAT.
- 3. CONTRACT, BOOKING AND PAYMENTS** When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when you have paid the deposit and your booking is subsequently confirmed in writing via email. Bookings made by telephone will be confirmed by email or, if no email is provided, in writing by post. As soon as you receive the booking summary, you must check it carefully. Any errors must be reported to us immediately. In any event a booking is only accepted as a contract once a cleared non-refundable deposit is received in our bank account. The contract is between you and Coverwood Farm LLP. The booking is made by you personally and you accept that we cannot be liable for any business or consequential losses that you may incur. No entry to properties will be allowed without payment, in full, being cleared beforehand. Once you have a confirmed booking, (for clarity when you have paid the deposit), you are responsible for the full rental cost even if you subsequently cancel. The deposit is 25% of the rental price. Full payment must be received at our office, by the “balance due date” (30 days before arrival), or if you are booking after this date, full payment is required when booking. Funds must clear prior to your arrival. Where a deposit is paid by credit/debit card and where you tick the appropriate box then we will automatically use the same card to take payment for the balance. Where the card used for the deposit is rejected by your bank then we will require details of an alternative method of payment. Note that the price per night varies night by night and that the minimum booking is 3 nights which may be longer at certain times of the year.
- 4. SPECIAL PRICES & DISCOUNTS** Only one special price, discount, occupancy rate or offer will apply per booking, where a number of offers are available the most advantageous price will be shown. This includes discounts for short breaks and late availability. Promotional vouchers cannot be used in conjunction with any other offer. Special offers and discounts apply only to new bookings and



cannot be retrospectively applied to existing bookings. We reserve the right to withdraw an offer/discount/promotion at any time prior to accepting your booking.

5. SINGLE SEX GROUPS OVER 4 PERSONS Single sex-groups of more than 4 people will not be admitted unless prior arrangements have been made with us (which will not generally be a problem). Please contact us to discuss your requirements by email to [tim@coverwoodlakes.co.uk](mailto:tim@coverwoodlakes.co.uk) or by telephone on 01483 801092 or 07974 674876. It is your responsibility to draw this to our attention BEFORE making a booking and no refund will be given if you are turned away upon arrival.

6. PERIOD OF HIRE (ARRIVAL & DEPARTURE) Properties are available from 4.00pm on the date of arrival and must be vacated before 10.00am on the date of departure. Failure to do so may result in you being charged a further day's rental. You must not use the property except for the purpose of a holiday during the rental period, and not for any other purpose or longer period. The agreement to stay in the property for the rental period, does not create the relationship of Landlord and Tenant between the parties. You shall not be entitled to a new tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or at the end of the rental Period. Properties are always clean & well presented on arrival and notwithstanding the need to launder towels & bedding you should ensure that the property is handed back on time to a similar standard. If you leave late or excessive cleaning is required or if there are strong smells or stains on furnishings or scratches on furniture or walls then we reserve the right to make an appropriate charge.

7. DAMAGE AND BREAKAGES You should satisfy yourself that everything is in good order on the day of your arrival and inform us immediately if there are any problems. Please let us know during your stay or on departure if anything gets broken or needs repairing / replacing. Please don't be alarmed about a broken wine glass but if the property is left in an appalling state or if it is badly damaged then we reserve the right to retain your damage deposit. Should the damage deposit become exhausted then an additional invoice will be raised to cover the balance. You are advised to take out holiday insurance to cover any damage.

8. DAMAGE DEPOSIT A damage deposit of £115 per property will be made. We also reserve the right to refuse a booking. In most cases no money will ever change hands as our preferred method for payment of the damage deposit is to pre-authorise the credit/debit card that you used to make the booking a few days before your scheduled arrival for the agreed amount as is now common practice in most hotels, car hire etc. This is a function provided by Supercontrol and no card details are provided to us. In the case where you paid by bank transfer or where your card has expired or the pre-authorisation is refused then we will contact you to request details of an alternative method of payment. Subject to the terms and conditions herein we will release the pre-authorisation in full within 10 days of your departure. The damage deposit must be received to enable occupation of the property. Failure to comply will be deemed to be a cancellation by you and you will be refused admission to the property. Consequently keys are only released on receipt of the deposit.

9. TRAVEL / CANCELLATION / DAMAGE INSURANCE A full refund will be offered if cancelled 90 days ahead of the start date. If cancelled anywhere within 90 days of the start date we will try to relet the property. If we are able to relet or part relet the period that you have booked then a refund will apply to that period it has been relet.



We strongly suggest that you take out travel / cancellation / damage insurance if you are not already covered by an existing policy. We accept no responsibility or liability for any insurance you purchase and you should ensure that the policy meets your requirements.

10. CHANGES TO YOUR BOOKING All requests for amendments to your booking must be made by telephone: 01483 801092 or 07974 674876 and confirmed by email to [tim@coverwoodlakes.co.uk](mailto:tim@coverwoodlakes.co.uk).

11. TERMINATION We reserve the right to terminate a booking where a condition of this agreement has been broken, or behaviour affecting other guests or neighbours is unacceptable. No refunds will be given in such circumstances.

12. CANCELLATION BY YOU Cancellations must be immediately notified to us by phone and email / letter and once received in writing we will confirm the cancellation request. A confirmed booking is a legally binding commitment; you are advised to take out the relevant insurances to cover cancellation, illness, damage and cover of your belongings. The booking total comprises a 25% deposit paid when booking and a 75% balance due 30 days before the start of the holiday.

1) Failure to settle the booking in full by the “balance due date”

If the booking is not paid up in full by the “balance due date” then it will be deemed as a cancellation by you and no refunds will be made. We will not process this without first contacting you and allowing you a further 48 hours to make the payment.

13. CHANGES MADE BY US DUE TO LOCAL CIRCUMSTANCES In the unlikely event that we have to make changes to your confirmed booking (e.g. where a property requires major maintenance work or is damaged in some way and with the exception of the Force Majeure events defined below) then we will, at our sole discretion, seek to find you comparable accommodation for your holiday, or we will offer you alternative dates, or we will refund the full amount of the booking. If we have to terminate your holiday early in such circumstances then we will recompense you based on the proportion of the time remaining on the booking. This will wholly satisfy our liability to you in such circumstances.

14. FORCE MAJEURE Compensation payments will not apply where we cannot fulfil our obligations to our customer due to circumstances beyond our reasonable control. This would mean any event we cannot foresee with all due care, e.g. riots, war or threat of war, terrorist activity, civil strife, natural or nuclear disaster, industrial dispute, adverse weather conditions, collapse of buildings, fire, explosion or accident, epidemic or health risk, law or action taken by government or public authority (including without limitation imposing a restriction, prohibition, or failing to grant a necessary licence or consent), non performance by suppliers or subcontractors, interruption or failure of a utility service and similar factors beyond our control.

15. OCCUPANCY The booking is restricted to the numbers of guests appearing on the booking form unless otherwise agreed in writing. At no time should the overnight occupancy exceed the numbers stated in the property’s details or on the booking form. There are important safety and insurance reasons for this. With the exception of cots for infants, guests may not bring their own beds, double-up or have overnight guests sleeping on the floor. The maximum occupancy of Holly Cottage (excluding infants in cots) is 6 and Nursery Cottage is 4.

Visit England grades are based on the standard occupancies above and do not extend to extra beds. If you exceed the numbers on the booking form then we will refuse to allow you to take possession of the property or we will ask you leave before the end of the holiday if we find out later. If this



happens then your holiday will be deemed to have been cancelled by you and you will not be entitled to a refund or any other compensation.

To be crystal clear: Unfortunately a minority of guests believe if they pay for 2 occupants for example, we are happy for extra guests to stay. Believe it or not this is not the case and we will implement one of two options:

1) You will be asked to leave with no refund, deposit retained and any extra costs charged without limitation

or

2) Your deposit will be retained and all extra costs incurred will be sought without limitation

Please don't try and exploit our goodwill, we will know. This also includes trying to sneak pets in.

Visitors - Reasonable small numbers of visitors are welcome to visit during the day. For additional visitors during the day please enquire.

16. WiFi Wi-Fi is provided for the guest's reasonable use. The guest agrees to reasonable and lawful usage of this service. It is only provided for leisure purposes and is not suitable for business use. Its speed is relatively slow being a rural location and we cannot guarantee its reliability.

17. DRONES & FIREWORKS Neither is allowed without our express written permission as we have livestock on our fields. Please note also that there is no right to roam in England and that you must stick to public footpaths & bridleways.

18. LIMITED MOBILITY Holly Cottage is suitable for limited mobility occupiers due to a ground floor bedroom and shower room. However it is not suitable for wheelchairs and there are no grab rails present. There are two low level staggered steps into the house and a small step up into the shower. Nursery Cottage is not ideal for guests with limited mobility.

19. COTS / HIGH CHAIRS Holly Cottage is equipped with a travel cot and high chair.

20. TOWELS & LINEN CHANGES A bath and a hand towel are provided for each registered guest. Fresh Towels and Linen are provided each week should guests book for longer periods.

21. PETS Strictly no pets are admitted.

22. NOISE In consideration of other residents please keep outside noise to a minimum.

23. PARKING & BICYCLES Vehicles and Bicycles are parked at the owners' risk although any criminal activity may be caught on our CCTV systems. Bicycles or bike parts must not be taken into the properties.

24. SMOKING Strictly no smoking is allowed in any of the properties.

26. RIGHT OF ACCESS TO THE PROPERTY There may be occasions when we will require access to the property to carry out repairs, we shall be allowed reasonable right of entry to the property for repairs, maintenance, photography, inspections etc. In all cases we will endeavour to inform you prior to your arrival.

27. CCTV Coverwood operates an external CCTV system for the purposes of safety and crime prevention



28. COMPLAINTS Every effort has been made to ensure that you have an enjoyable stay. However, if 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 value your custom and want you to return. The Office is located on site and is generally open within working hours although we operate a different “weekend” to facilitate working on change-over days. You can notify us of difficulties at any time by sending an email to [tim@coverwoodlakes.co.uk](mailto:tim@coverwoodlakes.co.uk). Complaints of a more significant nature must be made to us in writing within 7 days of your departure.

29. DATA PROTECTION & PRIVACY Coverwood Farm LLP is committed to protecting and respecting your privacy. Our Privacy & Cookie policy sets out the basis on which any personal data we collect from you will be processed by us and can be found in full on our website at <https://www.surreyhillsholidaycottages.com>. For the purpose of the Data Protection Act 1998 ("the Act"), your data is being collected by Coverwood Farm LLP, The Estate Office, Peaslake Road, Ewhurst, Surrey, GU6 7NT If you wish to contact us, please use the details in Clause 1 above. By contacting us, using our services or visiting our website, which is owned and controlled by us (“our site”), you are accepting and consenting to the practices described in this policy unless you inform us otherwise.