



CROW HOLLOW COTTAGE BOOKING CONDITIONS

1. **Contract**

The contract entered into is between the Owners of Crow Hollow ("the property") and the holidaymaker, hereinafter referred to as "The Hirer". The contract is effective once payment has been received from the hirer.

2. **Payment**

A deposit of 1/3 the total cost of the holiday is required upon booking. Deposit secures booking. The balance of the total cost is to be paid 4 weeks prior to commencement of the holiday.

3. **Cancellation**

Cancellation or curtailing of the holiday by the hirer will result in the loss of the deposit and possibly the balance already paid unless cancellation/curtailing is caused by extraordinary circumstances i.e. Death, disablement, unforeseen illness, compulsory quarantine concerning any member of the party, close relative or close business partner (close relative means wife, husband, parent, parents in law, child, sister or brother) jury service summons or redundancy concerning any member of the party; fire, storm flood rendering the home of a member of the party uninhabitable; police requiring the presence of any member of the party following burglary at home or place of business. Wherein the deposit/total, less a 10% service fee, will be refunded. It will not be refunded in the case of disinclination to travel, failure of public transport, other than due to strikes, pregnancy, or a pre-existing medical condition known at the time of booking, nor injury resulting participation in any hazardous activity, sport or recreation.

All cancellations must be notified by writing and be supported by fully documented evidence to support the claim eg medical certificate. Upon validation of the claim the hirer will be refunded any monies already paid, less the 10% service charge. In the case of curtailment, a refund will be made on a pro rata basis minus the 10% service charge. Should the hirer cancel the holiday after the balance has been paid, for any invalid reason, the deposit will be forfeit and the hirer will be liable for the balance already paid unless the property can be re-let before the holiday start date, in which case the liability will cease.

4. **Booking Alterations by the Hirer**

Any change in holiday dates will be treated as cancellation unless otherwise agreed to.

5. **Booking Alterations by the Owners**

If or any reasons beyond its control the Owners have to cancel or alter arrangements made for the hirer. Any monies paid by the hirer will be refunded and any liability by the Owners will cease.

6. **Damage or Losses**

The hirer is responsible for leaving the accommodation in good order and in a clean condition. The hirer further undertakes to pay for any damage or losses incurred during occupation or any extra cleaning costs incurred. The Owners reserve the right to repossess the property if excessive damage has been caused by the hirer or a member of the party.

7. **Numbers in a Party/Suitability**

The numbers of persons occupying the property description unless by prior arrangement. The Owners reserve the right to refuse any booking which, in their opinion are unsuitable for the property.

8. **Occupancy**

Occupancy shall be from 2pm on the day of arrival to 10am on the day of departure, unless otherwise agreed at time of booking with additional hours of occupancy being subject to a fee of £10 per hour.

Web Site: <http://www.crowhollow.co.uk>

Proprietor: Mrs H Proctor Tel: 01636 677847 email: shp18@lineone.net



Self Catering Holiday Cottage, Sherwood Forest, Nottinghamshire

9. **Pets**

The hirer is responsible for the behaviour and actions of any accompanying pets. The hirer therefore undertakes to pay for any losses or damage caused by said pet.

10. **Property Description**

The Owners make every effort to ensure that the property matches the description in any literature, they cannot be held responsible for discrepancies that occur after publication or from events which are beyond the Owners control ie closure of shops, attractions & restaurants.

11. **Liability**

Whilst the Owners endeavour that the property meets required standards and the hirers expectations, the owners cannot accept responsibility for any alterations to the property, surrounding vicinity or amenities that affect the holiday, which are beyond reasonable control ie power cuts, road works, water main leaks, failure of third party services (eg oil deliveries) Nor can they accept any liability for any injury, sickness, loss, damage, additional expense or inconvenience caused by or arising out of using the Property and its appearances, plumbing, electrical or otherwise, exceptional weather conditions or the hirer's negligence. Further, no responsibility is accepted for the personal belongings, car and its contents, tack, horse box or trailer of the hirer or any member of the party during the holiday.

12. **Horses**

Where the hirer or member of the party bring a horse or horses to be stabled at Broomhill Grange the hirer or relevant member of the party are responsible for the horse's safety health & welfare. The Owners are not liable for any part of the horses care other than the provision of suitable stabling. Contact telephone numbers for local Veterinary practices will be provided. If it should be necessary for the services of a Veterinary surgeon, the hirer or relevant member of the party will be responsible for arranging said services which are provided at the Veterinary surgeons discretion, and must be paid for immediately.

13. **Insurance**

The Owners advise that third party insurance is taken out prior to the holiday to cover themselves and pets. The hirer and members of the hirer's party must have a minimum of £2.5million third party liability cover for each and every horse. A copy of the paid up policy must be provided with final payment.

14. **Complaints**

If the hirer considers that he has cause for complaint, the matter must be taken up immediately with the Owners so that an investigation can be carried out and corrective action be taken, if required. If valid, the owners will endeavour to correct any arising circumstances, if not in entirety then to the hirers and owners mutual satisfaction. Under no circumstances will the owners entertain complaints or claims for compensation lodged by the hirer on departure or after return home when it is no longer possible to investigate the complaint effectively or take corrective action.