

Cancellation by You

If you wish to cancel your booking, you should notify us in writing immediately. You should note that in the event of cancellation, you will be liable for payment of the full invoice amount. However, in the event of your cancelling we will endeavour to re-book the property and we will credit you for any monies received as a result of re-booking.

Alterations by You

Alterations to a confirmed booking e.g. changing a booking date, will be accommodated where possible. However, any amendments may result in a charge where costs are incurred by the Owner.

Hirer's Obligation

Under the terms of this agreement, the Hirer agrees:

- *To pay for any damage caused, excluding any reasonable wear and tear.*
- *To take good care of the property and leave it in a tidy and clean condition. If the property is left excessively dirty or untidy, a cleaning surcharge will be payable within seven days of departure.*
- *Not to allow the property to be occupied by more than the number of persons stated on the completed booking form.*
- *Not to cause nuisance or annoyance.*
- *The Owner and his representative are allowed reasonable access to the property and its garden at all times and in the case of an emergency where they may enter without prior notice.*

Party Booking

The person placing the booking will be known as the Head of a party. He or she will be responsible for all members of the party and will ensure that they are fully aware of and comply with these booking conditions. If the conditions are not met, the owner can refuse entry to the property and, in this situation, no monies will be refunded. Bookings will not be accepted from persons under 21 years of age. Bookings are usually non-transferable and any changes to the number of guests must be agreed in advance. The number of persons occupying the property must never exceed the number stated in the property description, unless otherwise agreed by the Owner in advance by writing. Persons include infants.

Complaints

All complaints must be notified to the Owner (John Carney) or the manager (Holly Carney) as soon as possible and we must be given the chance to rectify the situation. You can contact us on 07989 337 119(John Carney) or 07779 340001 (Holly Carney). Failure to notify us at the earliest opportunity may hamper our investigations and delay may reduce or extinguish any claim you have. In any event, you should notify us in writing within seven days of the end of your stay.

Provisional bookings

Provisional bookings can be accepted by telephone but must be confirmed within three days by the arrival of a deposit equal to 25% of the total amount due. Provisional reservations will automatically be cancelled after seven days has expired without further reference to you.

Arrival and departure times

The standard period of accommodation availability means access is from 3pm on arrival day to 11am on departure day.

For wedding parties it is slightly different. Residents may arrive from 11am on the day of arrival and leave by 12 noon on the day of departure. We will however aim to be flexible where other bookings allow.

Liability

The Owner will not responsible for any loss or damage to the property of the Hirer or any member of his/her party (including vehicles, and contents).

Additional services

Any additional services such as catering or transport commissioned by the Hirer will be provided by third parties and as a result the Owner will not be responsible for the service provided.

Cancellation By Us

If circumstances arise which are beyond our control and which make it impossible for the house to be used on the date(s) of your booking, we will notify you and refund in full any monies paid by you as soon as these circumstances become known.

Contract

This contract is made on the terms of these booking conditions and is deemed to be made with Smallfield Place, Cogmans Lane, Horley, Surrey, RH6 9JD. The contract will be governed by English law subject to the exclusive jurisdiction of the English Courts. If any booking conditions are found to be invalid or unenforceable then the remainder will not be affected.

Agreement

These conditions shall be deemed to have been accepted by you when you complete and return the booking form.