

# Green Court Holiday Cottages

Paradise Lane

Fulletby

Horncastle

LN9 6JY

## Terms and Conditions

### Payment

Bookings may be made over the telephone, by post or by our Internet site, but must be accompanied by payment of the quoted deposit payable by cheque or bank transfer. A booking, where the deposit has been made by cheque, is not considered to be confirmed, until the cheque has cleared our bank. In the event of the holiday start date being within 10 weeks of booking, full payment must be made at the time of booking. In all other cases, final payment is due 10 weeks before the commencement of the holiday. In the event of non-payment we reserve the right to cancel the holiday and no refund will be given. No accommodation can be provided unless full payment is received by the due date. Please make cheques payable to: J & W Cotton.

### Cancellation

If you have to cancel your holiday please telephone **01507 568573** immediately and confirm in writing within 4 days clearly stating the reason for cancellation.

### Holiday Period

The properties are available for booking by the week, long weekend and short breaks. The holiday will be charged at the commencing price for the week.

### Special Requirements

Both the properties are suitable for the partially disabled, we will try to accommodate any specific requirements. Such requirements must be specified at the time of booking, written confirmation will be sent to verify your requirements.

### Alternative Accommodation

If for any reason due to unforeseen circumstances your property is not available we will attempt to find you an alternative property. If this property is in a higher price bracket, you will not be charged the extra. If the cost is less than what you have paid then we will refund the difference.

### Changing a Booking

If you wish to change the dates of your holiday once the confirmation has been issued it can only be done with the agreement of ourselves and confirmation must be put in writing showing the new date.

## **Property**

The owners of the property are to be allowed access at any reasonable time during occupancy. The accommodation and its use are subject to the conditions of the owners. The owners shall not be responsible for the death or personal injury to a holidaymaker, or loss, damage or accident to personal property unless this results from proven negligence.

## **Property Availability**

The property will be available after 3pm on the day of arrival and must be vacated by 10am on the day of departure.

## **Complaints Procedure**

The owners will do everything possible to give you a high standard of accommodation. However, very occasionally, things can go wrong. If there is a problem please contact the owners immediately to resolve the situation.

## **Responsibilities of the Holidaymaker**

The number of persons using the property is NOT to exceed the maximum number stated, otherwise the owners will have the right to terminate the holiday, and no refund will be due. Holidaymakers are responsible for leaving the property clean and tidy, and for any damages and breakages. Where holidaymakers abuse the property the owners reserve the right to terminate the holiday and no refund will be due. Children must be supervised at all times and not allowed to climb trees, walls, etc.

## **Pets**

Well behaved pets are welcome (maximum 2 per cottage). Pets must be kept off the furniture and out of the bedrooms at all times. Under no circumstances must pets be left unattended in the property. All traces of pets must be removed before leaving the property, this includes the external areas.

## **Smoking and Naked flames**

Smoking is not allowed in any part of the property. Candles are not to be lit within the property at any time.

## **Damage and Breakage**

Please inform us of any breakages so that replacements can be sourced for the next guests. We reserve the right to recover the cost of any repairs or replacements following any unreasonable damage caused.