

Terms and Conditions

Payment of the booking deposit will confirm your acceptance of the following terms and conditions.

The Copse, Mill Lane, Kidmore End, RG4 9HA

1. We have a credit card facility with www.homeaway.co.uk and our listing code number is 418796. Please access this site by this number or via the above address and request your dates. The site will then tell you if your dates are available and the price. You can then e mail us any queries you may have and when you are ready to book, you give your credit card information and you final dates. We then approve your booking and the site will take your deposit payment from your card. Eight weeks before your holiday it will send another e mail requested a card payment. This is a very secure and clear method of payment and it blocks your dates from duplicate bookings automatically. Should there need to be a refund, I also have the facility to do that on line.
2. The balance of the rent is payable by this method, but please keep in touch with us if you have any questions at all.
3. All normal oil & electricity costs for heating/cooking are included.
3. The security deposit is required to be paid on arrival in case of damage to the property or its contents. However the sum reserved by this clause shall not limit the client's liability.
5. Penny Holley/the manager will accept the security deposit and return it immediately after the end of the rental period according to the terms and conditions.
6. The house and property will be available for the rental period. Check in time to be confirmed, but is usually from 10am Check out to be confirmed but can be up to 6pm, for weekend guests. It is vital you let us know your expected arrival times so that we can meet you. The property will have been cleaned, beds made, towels provided for bath and poolside. Please ask if you require extra cleaning or bed changing at extra basic cost.
7. The maximum number to reside in the property must not exceed 14 guests and no more than 20 guests to be at the house at any time. You must let us know about extra guests as extra guests are permitted for catered lunch or dinner, but not otherwise. We are really sorry but this is an insurance and a licence regulation and we do not want to cause disappointment or offence. If you are a hen or a stag group and are wanting to use the house, please discuss with us in advance in case the venue is not suitable for you? Otherwise hens and stags are welcome.
8. Parking at the house is for 5 cars and cars should not be parked in the fields or on the lawn. If you are a hen or stag group or are wanting to hold a party with additional guests you must discuss it with us in advance as the venue may not be suitable for you.
You and your guests agree to be considerate tenants and to take good care of the property and to leave it in a clean and tidy condition at the end of the rental period.
9. The guest making the booking shall report to Penny Holley without delay, any breakdown in equipment or defects in the property. Arrangements for repair or replacement will be made as soon as possible. We have a regular handyman at the property on Saturdays, so do ask, even if it just a light bulb that is missing.
10. Penny Holley shall not be liable to the guest:
 - *for any temporary defects or stoppage in the supply of public services to the property, nor in respect of any failure of equipment, machinery or appliance in the property.
 - *for any misunderstanding about the facilities or services offered, please check carefully before booking
 - *for any loss damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond our control.
 - *for any loss, damage or inconvenience caused to or suffered by the client if the property shall be destroyed or substantially damaged before the start of the rental period or

unavailable for any other reason, and in any such event Penny Holley, will, with seven days of notification to the client refund to the client all sums previously paid in respect of the rental period.

11. Under no circumstances shall our liability to the client exceed the amount paid to us for the rental period.
12. Guests will be responsible for themselves and their safety at all times and occupy the property at their own risk. They will ensure the good behaviour of their children at all times and will act with responsibility and care. For example if guests are walking in the fields they will be aware of the presence of the horses, will not approach the horses without permission and guidance and will secure all gates. A dog will be considered. Please ask before booking as some dogs may not be allowed and guests will need to agree to the conditions for bringing their dog, which are to keep it clean and controlled in the house (not allowed in bedrooms) and garden at all times.

This contract shall be governed by English law in every particular including formation and interpretation and shall be deemed to have been made in England. Any proceedings arising out of or in connection with this contract may be brought in any court of competent jurisdiction in England. By paying your deposit you agree to these conditions.