



Clematis Cottage Self-catering Holiday Cottage

10 Front Street, Tealby, Lincolnshire, LN8 3XU

BOOKING TERMS AND CONDITIONS

Please do read our booking terms and conditions carefully before booking, as these booking conditions shall be deemed to have been accepted by you when you complete and sign the booking form, or when you have paid a deposit or total for a property.

The Contract

Cadland Properties Limited own the property, trading under the name of "Escape to Lincolnshire". The contract for short term holiday letting entered into is between Cadland Properties Limited and the holiday maker (the Hirer). The contract is only effective once the completed booking form and required payment has been received and written confirmation has been sent to the Hirer (this may be in the form of an email). The booking is made directly with Cadland Properties Limited. The contract is subject to English law.

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 your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email.

Booking/Payment Method

Once we have received your booking form and have confirmed availability, an email or letter will be sent confirming the details of your booking and payment. If you opt to pay by cheque or internet banking transfer then your booking will be reserved for 72 hours whilst the deposit is received. If it is not received within that time then the booking will be forfeited.

Please note all major credit cards can be used through PayPal and payment can also be made by electronic transfer or by cheque made payable to Cadland Properties Limited.

If reservations are made more than eight weeks before the holiday start date only the deposit of £100 is payable. The outstanding balance should then be paid eight weeks before the holiday start date. Alternatively, if the booking is made less than eight weeks before the holiday start date, the entire holiday cost should be paid to Cadland Properties Limited with the completed booking form. Payments can be made by cheque, internet banking transfer or PayPal. VAT is not applicable.

Cancellation

The Hirer is advised to arrange holiday insurance to give protection in the event that the Hirer is unable, for any reason, to take up the holiday accommodation at the agreed time. The Hirer should notify Cadland Properties Limited of any cancellation immediately. For any cancellation before the arrival date, not only will the deposit be forfeited but also the balance of the holiday will be payable by the Hirer. If the property can be re-let then an appropriate refund will be made, but the deposit will always be non-refundable.

Booking Alteration

Rarely, for reasons beyond the control of Cadland Properties Limited we have to cancel or alter arrangements made for the Hirer - in such an event we will contact the Hirer as soon as possible to

Cadland Properties Ltd T/A "Escape to Lincolnshire"

Dunton Place 3 Fir Tree Close Sudbrooke Lincoln LN2 2YG

Tel 0789 6211 513 or 01522 595637

Email: enquiries@escapetolincolnshire.co.uk

www.escapetolincolnshire.co.uk

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endeavour to find alternative accommodation, or offer a full refund of monies paid to date. We will not accept consequential damages and liability is limited to a full refund of monies paid.

Complaints Procedure

In the unlikely event of a problem, all complaints must be received before the end of the holiday rental to enable any issues to be resolved. Please note that no correspondence can be entered into concerning complaints made upon departure or after your return home.

Liability

Cadland Properties Limited accept no responsibility for any damage or injury caused by use of the accommodation and any amenities and such use is at the Hirer's own risk. Details on the website, any social media, brochure or newsletter may be subject to change in the future. Information given on the website, social media, brochure or newsletter is believed to be true at the time of publication. Cadland Properties Limited cannot accept liability for issues outside their reasonable control such as breakdown of domestic appliances, plumbing, electrical problems, invasion of pests or damage caused by exceptional weather conditions.

Occupancy

It is not permitted to exceed the maximum occupancy (stated in the brochure or on the website) unless prior agreement has been given.

No Smoking

Smoking is not permitted inside our property.

Dogs and Pets

Up to 2 dogs; caged birds and small animals in cages are permitted with prior written arrangement. Cats are not permitted.

Bed Linen and Towels

Bed linen and towels are provided. Towels must remain in the property at all times. If you are staying for 2 weeks or more, bed linen and towels can be changed weekly on request.

Return of Personal Belongings

In the event of any items being left in the property, Cadland Properties Limited will collect, pack and post the items back to the Hirer. There is an admin charge of £10 for this, plus the postage costs.

Arrivals and Departures

The property will be available after 3pm on day of arrival and must be vacated by 10am on day of departure. Please do not arrive early or depart late (unless previously arranged) as time is needed to thoroughly clean the property and carry out any necessary maintenance between lets. The cottage must be left in the clean and tidy state in which it was found, locked and the keys locked in the key safe on the day of departure.

Accessibility and Dietary Requirements

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The property is not part of the National Accessibility Scheme and makes no special provision for persons with accessibility requirements. It is the responsibility of the hirer to read the Access Statement and to ascertain its suitability for their needs. The hirer must advise Cadland Properties Ltd of any accessibility requirements or dietary requirements at the time of booking. The Access Statement and any other relevant documentation is available as a paper copy with or without large print upon request.

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