



Your Information

(to be completed by the person hiring)

Name: _____ Email Address: _____

Address: _____

Postcode: _____

Telephone Number: _____ Mobile Number: _____

Booking Information

Name of Property: _____ Total Number of Guests: _____

Adults: _____ Children Aged 5-16: _____ Children Under 5: _____ Dogs (where permitted): _____

Arrival Date (from 4pm please): _____ Departure Date (by 10am please): _____

Any Special Requirements: _____

Cot / Highchair required (where available): YES / NO

Payment Details

Total Cost of Accommodation: £ _____

20% Booking Deposit: _____ Balance Due: _____

(payable immediately to secure your booking)

(payable six weeks prior to arrival)

Payment Method

(please tick and complete one method only)

Cheque: I enclose my cheque, payable to Glaven Valley Cottages, for the sum of £ _____

Bank Transfer: I wish to pay by bank transfer. *Please contact Glaven Valley Cottages for bank details.*

Please debit my: Visa Debit Card Visa Credit Card Visa Electron Card Maestro/Switch Card

with the sum of £ _____

Please note: There is no charge for the use of debit cards, however if payment is made by credit card a 3% surcharge will be added.

Name of Cardholder: _____

Card Number: _____

Start Date: _____ Expiry Date: _____ 3-Digit Security Code: _____ Issue Number: _____

Would you like us to take the balance payment from this card at the due date?: YES / NO

I confirm that I have read and understood the Booking Terms and Conditions (see over) and confirm that I am over 18 years old.

Signed: _____ Dated: _____



Cottage Concierge Ltd (CC), trading as Glaven Valley Cottages, arranges short term holiday rentals of Properties as agents of the Owners of the Properties. The contract is between the owners of the Property and the Client. CC acts on behalf of the Owners. The Contract will be entered into when CC issues the confirmation form and will be subject to all the Booking Conditions. The client should check the confirmation carefully.

Payment

A deposit of 20% of the rental fee is payable if the booking is made more than 4 weeks before the start of the rental. The balance shall be payable 6 weeks before the commencement of the rental. Non-payment of the balance of the rental on or before the due date shall be construed as a cancellation of the contract by the Client. For bookings made less than 4 weeks before the commencement of the rental, the total fee is payable. Payment can be made by cheque, card or bank transfer. Please note there is a 3% charge for using credit cards.

Security Deposit

Each Owner charges a refundable security deposit of £100.00 for each property for each rental period. The deposit is held by Glaven Valley Cottages on behalf of the Owner and any deductions taken from it are on the instruction of the owner.

Breakages or Damage

All damages, breakages or extra cleaning costs are the legal responsibility of the Hirer and should be notified to Glaven Valley Cottages before the end of your holiday. These costs are deducted from the security deposit: should the costs exceed the total value of the security deposit any balance is payable on demand. However minor damage or breakages will not normally be charged.

Cancellation

Any cancellation made by the Client for whatever reason shall be in writing and addressed to CC at the address above. On receipt of notice of cancellation, CC will seek to re-let the property for the period of booking. If CC is successful in re-letting the property for the whole period it shall refund all the monies paid less an administrative charge of £20.00 per booking. If CC only succeeds in re-letting the property for part of the period booked it shall refund an amount equal to the money paid less the rental for the period which is not re-let and an administrative charge of £20.00. If CC is unable to re-let the property at all then all monies paid by the Client shall be forfeited to CC. CC strongly recommends Clients to take out Cancellation Insurance.

Changes of Date

CC may consider a request from a client to change the dates of the booking after confirmation has been issued. Agreement will be given subject to all of the following conditions being met (1) the property owner agrees to the change (2) the request is received more than 8 weeks away from the start of the booking (3) the Client pays an administration fee of £20.00.

Period of Hire

Rentals commence, unless otherwise notified, at 4.00 pm on the day of arrival and terminate at 10.00 am on the day of departure.

Number of Persons Using the Property

The number of persons occupying the property must not exceed the maximum number stipulated on this property. CC reserves the right to refuse entry to the entire party if this condition is not observed.

Complaints

We hope your holiday runs smoothly but if you do have a complaint or problem during your stay you should contact us immediately and we will endeavour to put the matter right as soon as possible. In the case of a serious problem it the complaint must be in writing. We cannot accept claims for compensation lodged after departure as it is no longer possible to investigate the problem and take remedial action. Neither the Owner or the Agent shall be held liable for any sudden invasion of pests, building work, noise or disruption from neighbouring properties, or breakdown of appliances, although any breakdown will be fixed as soon as reasonably possible. Under no circumstances will the Agent or the Owner's liability exceed the rental paid for the property.

Care of the Property

The Client shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and conditions and in the same clean and tidy condition at the end of the rental period as at the beginning. The property must be securely locked when you are out and care must be taken not to expose the property to any fire risk. CC and the owners reserves the right to enter the property at any reasonable time for the purpose of maintenance and repairs in the event they may become necessary.

Pets

Where pets are permitted they must be kept under control and supervision at all times. They must not be allowed on beds or furniture. Every effort must be made to minimise additional mess and any extra costs incurred as a result of pets will be charged to your security deposit.

Non-smoking

Smoking is not permitted inside any of our properties.

Return of Personal Items

In the event of any items being left at the property, Glaven Valley Cottages is happy to collect and return items. However we reserve the right to make a charge for providing this service.

Liability

CC (for itself, its employees and agents) and the Owner shall not be liable to the Client or third parties for any accident, damage, loss, injury, expense or inconvenience, which may be suffered, incurred, arise out of or in any way connected with the rental. Except where otherwise stated in these Conditions neither the Owner nor the Agent shall be liable for any change or cancellation which is a result of unusual and unforeseeable circumstances beyond its control; for example flood, fire or exceptional weather conditions. If the property which the Client has booked becomes unavailable or unusable for some reason prior to the date of a booking then CC's obligations will be (1) to use all reasonable endeavours to find a suitable alternative property, or failing which (2) to reimburse the Client for any monies paid. The Hirer will not as a result have any further claims against Glaven Valley Cottages.

Descriptions

Whilst every effort is made to ensure the accuracy of property details on the website, all statements are made in good faith and are for guidance only. The Agent and the Owner cannot be held responsible for changes or mistakes.

Warranties

CC does not warrant and is not responsible for the accuracy of any verbal information given or statements made by its servants or agents.

Right of Entry

CC shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out maintenance or repairs.

Liability

No responsibility can be accepted for injury, loss or damage to guests or their belongings whilst making use of the accommodation.