



# GLAVEN VALLEY COTTAGES

## TERMS & CONDITIONS

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 with care.

### 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 rent 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.

All cheques shall be made payable to: Cottage Concierge Ltd. Payments shall either be sent to Cottage Concierge Ltd, Daubeney Hall Farm, Sharrington, Norfolk, NR24 2PQ or by direct bank transfer. Please request our bank details if required.

### 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

Should there be any cause for complaint during the occupation of the property it must be notified promptly to CC and in case of serious problems confirmed in writing.

### Breakages or Damage

The client is legally bound to reimburse CC for replacement, repair or extra cleaning costs. A Good Housekeeping Deposit is payable at the time of payment of the balance of the cost of the holiday and is held by CC until satisfactory inspection of the property, then returned to the Client. For properties sleeping 1-5 people £100.00 is payable. For properties sleeping 6 or more people, £150.00 is payable.

### 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.

### Pets

If the property accepts dogs then these must be kept under proper control and supervision at all times.

### 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. 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 their best endeavour to find a suitable alternative property, or failing which (2) to reimburse the Client for any monies paid.

### 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 any necessary repairs or maintenance.

### Cancellations Insurance

Cancellation Insurance is not compulsory but CC does strongly recommend such insurance cover for protection against the cancellation penalty. CC would be happy to provide details of insurance details to suit. All cancellations must be notified in writing.

Glaven Valley Cottages, Daubeney Hall Farm, Sharrington, Norfolk NR24 2PQ  
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