

Strawberry Cottage Holidays



Phone: 01736 272 039
www.strawberrycottageholidays.com

Terms and Conditions

General Restrictions

We do not allow bookings for Hen, Stag, or end of term parties, as the property is on a family friendly holiday park.

We have a strict no smoking and no pet policy at Karrek Lodge and a strict no smoking and pet by request policy at Strawberry Cottage....see *notes below for Pet Policy*.

Maximum number of guests (including babies) residing at Karrek Lodge must not exceed 8

Maximum number of guests (including babies) residing at Strawberry Cottage must not exceed 6

The person booking must be over 21 and accepts full liability for the actions of the other members of the group within the property and holiday park. This person must also be part of the holiday group.

Security Deposit

A security deposit of £150.00 is required (£400.00 for long term winter rentals). You will receive a Paypal invoice once you've paid your final balance for this amount and it will be due 2 weeks prior to the start of your holiday. It will then be automatically refunded in full within 2 weeks of your departure, provided the following provisions are met:

- No damage is done to the property or its contents, beyond normal wear and tear.
- No charges are incurred by the owner for any illegal activity, or additional cleaning costs due to the prohibited activities of bringing of unauthorised pets, or smoking at the property by you, or a member of your group.
- For authorized pets, there is no sign that they were in the property on departure.
- All debris, rubbish and discards are removed from the property and put in one of the large bins at the entrance to the car park and soiled dishes are washed prior to your departure.

- The property has been left secured (all windows and doors closed and the front door is locked) and the keys have been left in the lockbox and the code scrambled.
- No linens are lost or damaged
- No early arrival or late departure.
- The renter is not evicted by the owner (or representative of the owner) or the local law enforcement.
- Please note that should we not receive your security deposit within 14 days prior to the start of your holiday, we reserve the right to cancel your holiday (see cancellations below).

Cancellation

Cancellation or early departure does not warrant any refund of rent. However, refunds of rental amounts paid will be issued, providing we are able to re-let the Property. Any expenses or losses incurred in so doing will be deducted from the refundable amount.

The owner reserves the right to cancel the holiday booking should payments (including the security deposit) not be made by their due date.

The Tenant is strongly recommended to arrange a comprehensive travel insurance policy (including cancellation cover) and to have full cover for the party's personal belongings, public liability etc, since these are not covered by the Owner's insurance.

The rental period

Shall commence at 4.00pm on the first day and finish at 10.00 am on the last day. The Owner shall not be obliged to offer the accommodation before the time stated and the Tenant shall not be entitled to remain in occupation after the time stated.

Pets (Strawberry Cottage only)

The tenant may only bring such pets as are mentioned on the booking form, they must be clean, house trained, up to date with flea prevention treatment, well behaved and never be left unattended in the property, unless by prior, private arrangement with the property owner. They are not permitted in the bedrooms or on any furniture in the property. Strawberry Cottage Holidays cannot accept responsibility for their safety.

The Tenant

Agrees to be a considerate tenant, to take good care of the Property and to leave it in a clean and tidy condition at the end of the rental period. Should the tenant have brought a pet, then there should be no sign that the pet has been at the property on departure.

Is aware that charges can be deducted from their security deposit for willful damage, and a deep clean, should the house be left as such by the Tenant(s), that the Owners deems this to be necessary.

Agrees not to act in any way that would cause disturbance to resident in the neighbouring properties.

Shall report to the Owner without delay any defects, breakages, breakdown in the equipment, plant, machinery or appliances in the Property. Arrangements for repair and/or replacement will be made as soon as possible.

The Owner

Shall not be liable to the Tenant:

For any temporary defect at the property or on the park, or stoppage in the supply of public services within or to the property or on the park, nor in respect of any equipment, plant, machinery or appliances failure in the Property or on the park.

For any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond the control of the owner; or for any loss, damage or inconvenience caused to or suffered by the tenant if the property shall be destroyed or substantially damaged before the start of the rental period and in any such event the Owner shall, within seven days of notification to the Tenant, refund to the Tenant all sums previously paid in respect of the rental period.

The Owner will do all they can to resolve any issues during the Tenant's stay, however, under no circumstances shall the Owner's liability to the Tenant exceed the amount paid to the Owner for the rental period.

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.