

Booking Conditions

A booking is not effective until accepted in writing by the owner and is subject to the hirer agreeing to the full terms and conditions. Only alterations agreed to in writing by the owner will be allowed.

1. Bookings

Bookings must be made by completing the booking form and returning it to 83 Chalkdell Fields, St Albans, Herts, AL4 9LJ together with a deposit of £50.00 per week. The balance plus the Cleaning/Damage bond (£50.00) is due six weeks before the start date. The bond will be refunded at our discretion, usually within fourteen days of your departure, by cheque, provided that the cottage is left in a clean and tidy condition and as found on arrival.

Bookings commence at **2.30pm** on the day of arrival and end at **10.30am** on the day of departure,

2. Occupation of the cottage

Occupation of the cottage is strictly limited to those named on the booking form. Alterations to the occupancy will only be allowed if agreed to, in writing by the owner. All breakages must be paid for or replaced prior to departure. **We do not allow any pets in Chalkdell cottage.**

3. Liability

The owners will not accept liability in respect of any loss or damage caused to any members of the party named overleaf.

4. Cancellation

Cancellations must be made in writing. The deposit will be forfeited and a charge equaling the balance outstanding is payable. We will do our best to re let the cottage and if successful any monies recovered less advertising charges will be refunded.

We advise that you take out Holiday Cancellation Insurance; you may be able to claim for the cancellation charge.

5. If we cancel your holiday

We aim to provide the cottage for use as booked. We reserve the right to cancel your holiday in any circumstances beyond our control. If we cancel your holiday for reasons of war, riots, civil disturbances, terrorist activities, fire, flood etc. or any other reason beyond our control, you can have a refund equal to the amount already paid to us plus 10%.

6. The accommodation

Only peoples named on the booking form can use the cottage. You are not allowed to share the cottage or to let anyone else or any pet, visit or stay there without our written permission. We, or our representatives, have the right to enter the accommodation at any reasonable time. The accommodation, furniture, equipment, facilities etc. are hired at your own risk and no responsibility can be accepted for any injury, loss or damage, or any claim arising from their reservation, hire or use. You are responsible for any losses or damage however occasioned.

Please note that the cottage is "**No Smoking**"

7. Personal Effects.

All personal effects are left or used on our premises at your own risk. Note: please check your Home Insurance for cover details.

8. Family Holidays

The cottage is intended for family and adult holidays, we therefore cannot accept any bookings from parties under the age of 18.

9. Brochure Accuracy

We have taken care to ensure that the details are accurate but you should satisfy yourself that the accommodation is suitable for your requirements. Please telephone with any queries.

10. Complaints.

If you have a complaint please tell us about it immediately, it is easier to sort things out on the spot when we can see the nature of your complaint. We cannot deal with complaints that have been notified to us after your departure, unless in exceptional circumstances.

We sincerely hope that you enjoy your holiday in Chalkdell Cottage.