

Treknaw Cottages

Terms and Conditions of Rental

Booking Form

The Booking Form together with these Terms and Conditions constitute a contract between Treknaw Cottages and the Applicant who signs the form. A booking will only be accepted upon submission of a properly completed Booking Form or online submission through the Treknaw Cottages website www.treknawcottages.co.uk when accompanied by the required Deposit and Security Bond or full Rental Charge and Security Bond if this submission is within 8 (eight) weeks of the Arrival Date. See below (Payment of Rent).

Signatory's responsibilities

By signing the booking form, the Applicant confirms that he/she has read and understood the description of the Property on the Treknaw Cottages website. During the stay, the Applicant is responsible for the Property and for ensuring that all members of the Group observe these booking conditions including the Applicant's Obligations.

Acceptance

Treknaw Cottages reserves the right to refuse any bookings without reason. Special approval from Treknaw Cottages will be required for single sex bookings in excess of two people and groups of single people where the majority of the group are under 25. Such bookings may be approved subject to an additional Security Bond.

Security Bond

A refundable Security Bond is required for all bookings. The value of this bond is £100 (subject to the terms in "Acceptance" above) and must be sent with submission of the Booking Form by separate cheque at the time of booking. The Security Bond will be returned in full to the Applicant within 28 days of departure provided that no deductions are required to cover damage to the property or its contents, additional cleaning costs or any other loss directly associated with this booking. See below (Applicant's Obligations).

Time and Duration of Booking

Unless agreed otherwise by Treknaw Cottages and the Applicant, bookings run from Saturday to Saturday (the Rental Period). Unless agreed otherwise by Treknaw Cottages and the Applicant, the property will be made available to the Applicant from 4pm on the Arrival Date until 10am on the last Saturday of the Rental Period.

Payment of Rent

Full payment of the Rental Charge is due with bookings made less than 8 (eight) weeks in advance of the Arrival Date. A minimum Deposit of 25% of the Rental Charge is due with bookings made more than 8 (eight) weeks in advance of the Arrival Date and the Balance must reach Treknaw Cottages at least 8 (eight) weeks in advance of the Arrival Date. Non-payment of Balance by the due date may be considered as Cancellation. Payments should be by cheque made payable to Treknaw Cottages or by Electronic transfer.

Confirmation of Booking

Bookings are not confirmed until written confirmation is received from Treknaw Cottages by email or by post.

Cancellation

Cancellations must be made in writing to Treknaw Cottages or to enquiries@treknawcottages.co.uk. Applicants making any Cancellations within sixteen (16) weeks of the Arrival Date will remain liable for the full amount of the Rental Charge however, if Treknaw Cottages is successful in re-letting the property for any of the Rental Period, Rental Charges due for that period which has been re-let will be returned to the Applicant less the 25% Rental Charge Deposit and any costs directly incurred in finding a new Applicant.

Booking Changes

Applicants wishing to change the Arrival Date for the Booking may do so if the property is available and with the agreement of Treknaw Cottages.

Non-Availability of the Property

Should the Property not be available for all or part of the Rental Period due to circumstances beyond the control of Treknaw Cottages (e.g. fire, flood and act of God) or if the property has become unfit for holiday letting due to damage by previous lettings, Treknaw Cottages liability shall be limited to the refund of all Rental Charges paid in respect of the period of unavailability.

Property Details

Whilst Treknaw Cottages will make every effort to ensure that the property details are accurate and up-to-date, Treknaw Cottages cannot be held responsible for errors or omissions which may occur from time to time.

Matters beyond the control of Treknaw Cottages

Treknaw Cottages cannot be held responsible for matters beyond its control such as, without limitation; noise, nuisance or disturbance resulting from building works, noisy neighbours or local events, disruption to supplies by utility providers, closure of shops or amenities listed in the Property description etc.

Applicant's Obligations

The Applicant agrees:

1. upon departure, to pay the cost of any damage caused by any member of their group to (without limitation) the structure, grounds fittings or contents of the Property. Such costs will include repairs, replacements and the cost of any additional cleaning necessary at the conclusion of the Rental Period;
2. all minor damages (e.g. broken glasses and crockery) will be paid for at the conclusion of the Rental Period or will be deducted from the Security Bond;
3. all keys to the Property must be returned at the end of the Rental Period;
4. to take good care of the Property during the Rental Period, to use it in a safe and appropriate manner, to observe instructions and information, where provided, before using appliances and to leave the Property clean and tidy at the end of the Rental Period;
5. not to share the Property with any person not identified as a member of the Group and not to exceed the total number of people stated on the Property description;
6. not to assign, sublet or part with possession of the Booking without the written permission of Treknaw Cottages;
7. to allow Treknaw Cottages or their representative reasonable access for the purposes of inspection or repair;
8. not to cause annoyance or nuisance during the Rental Period;
9. to comply with these Terms and Conditions during the Rental Period;
10. to comply with any safety instructions and waste disposal instructions identified in the Property information;
11. to vacate the Property on time and not to arrive before the agreed availability time on the Arrival Date unless agreed with Treknaw Cottages.

Smoking

Treknaw Cottages operate a no smoking policy in all properties. Smoking is not permitted in any part of the Treknaw Cottages Accommodation. Any damage caused by smoking within any Treknaw Cottages property will be subject to the terms outlined herein.

Pets

Treknaw Cottages will accept only one dog per Applicant group. Dogs are not permitted in the upstairs of any Property neither are they permitted upon any furniture. Any damage caused by pets introduced into the Property will be subject to the terms outlined herein.

Personal Property

Treknaw Cottages is not responsible for the personal property of the Applicant or any of the members of the Applicant's Group during or after the Rental Period. If any items are left at the Property after the Rental Period Treknaw Cottages must be informed so that the items can be sought. If found, these items will be returned at the Applicant's expense. After a short period, if not reclaimed, these items may be disposed of.

Problems or Complaints

Any problems with or deficiencies in the Property or its contents must be reported to Treknaw Cottages' representative immediately (or at least within 24 hours of) such problems or deficiencies being discovered. On receipt of such a report Treknaw Cottages' representative will agree in good faith with the Applicant what remedial action should be taken. On no account will complaints be accepted or correspondence entered into where complaints are made after the end of the Rental Period since no opportunity to take action would be allowed.

Breach of Contract

Without prejudice to any other rights and remedies available to Treknaw Cottages, Treknaw Cottages reserves the right to terminate this contract should there be a breach of any of these conditions.

Jurisdiction

The Applicant will have the right to occupy the Property for a holiday within the meaning of the Housing Act 1988 (schedule 1 paragraph 9). In all disputes and interpretations of this contract, English law and jurisdiction shall apply.

Data Protection

The information that you provide to Treknaw Cottages about yourself and your party will be used by Treknaw Cottages only to communicate with regard to our services and your booking. Your details will not be disclosed to any third party except where we are required to do so by law.