

TERMS AND CONDITIONS OF HIRE OF THE SHEPHERDS REST

STODY HALL

THE CONTRACT

This contract entered into is between (Polstead Farms Ltd) (“The owners”) and the renter of The Shepherds Rest (“The Hirer”). The contract is only effective once the completed booking form and required payment have been received. The Contract is subject to English law.

PAYMENT

For reservations made more than six weeks before the holiday start date, a deposit of 25% of the total rental cost is payable on the return of the signed booking form. For booking made less than six weeks before arrival, full payment is required on booking.

BALANCE OUTSTANDING

The deposit is non-refundable. The total holiday cost is payable not later than six weeks before arrival. Failure to make full payment at the appropriate time may result in the cancellation of the booking and the forfeiture of the deposit.

CANCELLATION

The Hirer is strongly advised to arrange holiday cancellation insurance to give protection in the event that the Hirer is unable, for any reason, to take up the holiday accommodation at the agreed time. The Hirer should notify the Owners of any cancellation immediately in writing. For any cancellation before the arrival date, not only will any deposit be forfeited but also the balance of the total rental will also be payable to the Hirer. If The Shepherds Rest can be re-let then an appropriate refund will be made. In the unlikely event that the Owners have to cancel the booking, the Owners will return the deposit and any balance paid in full without delay to the Hirer.

DESCRIPTIONS

The Owner makes every effort to describe The Shepherds Rest fairly. However, we cannot be responsible for any defect in the description.

DURATION

Accommodation is available from 4.00pm on the day of arrival and must be vacated by 10.00am on the day of departure unless otherwise agreed by the Owner.

CARE OF THE SHEPHERDS REST

The Hirer is responsible for The Shepherds Rest during their occupation and for leaving it in good order and in a clean condition. The Hirer is responsible for ensuring that all members of his/her party behave in a responsible manner both in relation to The Shepherds Rest and the general neighbourhood during the holiday period. A deposit of £100 (U.K pounds) may be requested by the Owner. This will be returned to you at the end of the holiday after deducting the cost of any breakages or extra services required to return The Shepherds Rest to its original condition. Any excess will be payable by the Hirer who should report any breakages/damages to the Owner or the Owners Agent.

NUMBERS OF PEOPLE USING THE HOLIDAY ACCOMMODATION

Under no circumstance may more than 2 people occupy The Shepherds Rest. Admittance may be refused if this condition is not observed. The Owner reserves the right to refuse or revoke bookings from parties which may in their opinion be unsuitable. In such cases, all hire charges will be refundable in full and the Contract will be discharged.

LIABILITIES

The Owner cannot accept liability for loss of any nature suffered by any person from any cause whatsoever arising in connection with that person's occupation or attendance at The Shepherds Rest.

COMPLAINTS PROCEDURE

The Hirer must notify the Owner immediately if a problem arises and we will do our best to rectify it as soon as possible so that we can ensure that you enjoy the rest of your holiday with the minimum of inconvenience. We cannot recompense you if we are not made aware of the problem at the time and complaints must be reported within 24 hours. On no account will complaints be accepted after the end of your holiday.

RIGHT OF ENTRY

The Owner or representative of The Shepherds Rest reserves the right to enter the property at reasonable times to inspect the property and carry out both emergency repairs and normal maintenance including gardening etc.