

## Terms and Conditions

### The Lodge, Oxneys Farm, Bannister Green, Felsted, Essex CM6 3NF

Only those persons named in the email booking are entitled to stay in the accommodation, and the total number in your party (including children) shall not exceed the advertised capacity.

A non-returnable deposit of £100 per week is payable with each booking. A binding contract will exist once the deposit is paid. The balance of the cost will be due 4 weeks prior to the commencement of your stay, payment may be paid by Bank Transfer or a cheque drawn on a UK bank made payable to "Smith Bros", pay only the amount asked, overpayments will not be refunded, or passed on to third parties. The full amount is payable if less than 4 weeks between booking and holiday.

If, once, you have paid the deposit, you find that you have to cancel your booking, please notify us immediately in writing of cancellation. The £100 per week initial deposit is non-returnable. If you have to cancel once you have paid the full cost we will do our utmost to re-let the accommodation in which case you will be returned the balance less 20% to cover administration costs. In the event that the accommodation cannot be re-let the full amount is payable.

We strongly advise you to take out an insurance policy to cover any problems or cancellations.

The owners reserve the right to ask for a damage deposit of £100 before the keys are released; this is to cover the cost of any damage or breakages in or to the accommodation, along with any additional cleaning costs. This deposit will be returned as long as the accommodation and contents have been left clean and tidy and the keys returned.

The Cottage is available from 3.00pm on the day of arrival and must be vacated by 10.00am on the day of departure.

Guests must leave the accommodation in the same clean, tidy state it was found on arrival. Extra cleaning after departure will be charged to the guest. Guests are responsible at all times for the safety of their personal belongings; please note we do not provide insurance. We reserve the right at our discretion to terminate without notice and liability the booking of any person or persons whose behaviour is such that it is likely to disrupt the enjoyment of others or cause damage to property or third party. No refunds will be given and we are under no obligation whatsoever for any costs incurred.

The owner shall have no liability of personal injury, unless it results from negligence by the owner. The use of amenities where offered are entirely at the users risk. No responsibility can be accepted for injury, or loss or damage to users or visitors belongings including vehicles.

The owners shall no liability for any failure in mobile phone or WIFI connections. Guests agree not to use the premises Broadband facilities for unlawful purposes.

All prices are inclusive of VAT, linen, towels and heating including fire wood.

Sorry no pets allowed, Assistance dogs welcome. For the convenience of our guests we operate a no smoking policy.

The proprietor reserves the right for staff to enter the property at any time without permission in order to undertake their duties. No tenancy of the cottage is deemed to be granted or shall arise under these Booking Conditions.

If you have any cause for concern during your stay you must notify us immediately, to give us an opportunity to rectify the matter. In no circumstances can correspondence be entered into regarding matters raised after your holiday has ended, or where we have been denied the opportunity to try to put matters right during your stay.