

## **Terms and Conditions for Meadow View, Blue Anchor**

At Meadow View we try to provide you with comfortable, well maintained, clean accommodation and hope that you will help us to keep the bungalow looking its best for the enjoyment of all future guests who will be staying after you.

The price you have been quoted includes electricity and gas, bed linen, tea towels, and 2 hand towels. Please note that personal towels are not normally supplied, though we will provide them for a charge of £5 per person if requested when the final payment is made.

These terms and conditions form a contract between the owners of Meadow View and yourselves (the guest), and by renting Meadow View, guests undertake to keep the property, furniture, fixtures and other items belonging to the bungalow in the same state of repair and condition as found at the start of your rental period.

### **Bookings**

If you book by telephone or email, secure your holiday by sending a deposit of 12½ % of the total cost per week within 5 working days of making the provisional booking. You will be sent a booking form by post or email and your booking will only be finally confirmed when a completed booking form signed by a person aged over 18 has been received. The balance of the total cost must be received at least 8 weeks prior to the start of your holiday.

If the balance is not received by the due date, regrettably, we will have to presume you have cancelled your booking and try to re-let the bungalow. Unfortunately, the deposit is not refundable in full (see below 'Cancellation by You')

If you book within 8 weeks of the start of your holiday, the whole of the cost should accompany your booking.

We reserve the right to refuse any booking in which case any payment made will be returned in full.

Cheques should be made payable to: J Spiller and H Summerhayes and sent to Elworthy Cottage, Elworthy TAUNTON, Somerset TA4 3PX

### **Cancellation by You**

For cancellations received 8 weeks or more before the start of your holiday, we regret that the deposit will be not be refunded if we are unsuccessful in re-letting the period you had booked. However, if we are successful in re-letting, the deposit will be returned to you, less £30 per week administration and advertising fees.

For cancellations received less than 8 weeks before the start of your holiday, we will do our best to re-let the period you had booked but if we are not successful we regret that no money will be returned. Should we be successful, monies for periods we re-let will be returned, less an administration and advertising fee of £30 per week booked.

Cancellations must be confirmed in writing or by email.

We strongly recommend that you take out holiday insurance to cover yourselves in event of cancellation.

### **Cancellation by Us**

In the unlikely event that we would need to cancel your holiday accommodation for reasons beyond our control, we will repay all money paid by you for the holiday, and our liability would not extend beyond this refund.

In the rare event, if in our judgement, the property is being treated in such a way that damage has occurred or is likely to occur to the bungalow or contents or grounds or items in the grounds, or if activities of guests offend or draw complaints from neighbours, we reserve the right to terminate the contract at short notice during the booked period of a stay, and curtail the holiday immediately. No refund will be paid if a stay is terminated.

### **Occupancy and departure**

The change-over day is Sunday, unless agreed otherwise at time of booking, and guests are requested not to arrive before 3.00 pm, and to leave by 10.00 am on the departure day.

Meadow View is offered for rent only on the understanding that the maximum sleeping capacity is 5. The bungalow may not be used by additional visitors, over and above the number stated on the booking form without prior agreement.

Smoking in the bungalow or grounds is not permitted, and pets are not allowed in the bungalow or grounds.

We reserve the right to refuse any booking, and to curtail or cancel any holiday if these conditions are not met.

### **Damages, Breakages, etc.**

If you unfortunately break an item, please report this to us as soon as it happens so that we can get the item(s) replaced in time for the arrival of the next guests.

The property must be left in a clean and tidy condition at the end of your stay.

We will expect guests to pay for any breakages or damage to the property or the cost of any excessive cleaning required.

### **Liability**

We do not accept liability for any injury, loss or damage to guests and their property, whilst staying at Meadow View unless it is proved to be because of our negligence.

If you are using the travel cot or high chair provided, please satisfy yourself that it is suitable for your child.

Guests are responsible for the safe keeping of the bungalow. Therefore you must remember to lock doors and close windows when you are away from the bungalow.

Please note that the garden contains shrubs and plants that may be sharp or have prickles and others that could be poisonous, there are also trees that children may try to climb. Parents are asked to ensure that their children understand these possible risks and carry out any supervision the parents think necessary.

### **Complaints**

If you think you have grounds for complaint about the accommodation at Meadow View, please contact us immediately so that we can take appropriate action. Unfortunately, it is often difficult to investigate complaints after the completion of your stay.

Free Wi Fi is provided for guests but we do not accept any liability if the service is unavailable because of faults on the part of British Telecom.

### **Access**

The property owners, their representative or Agent shall be allowed access to the holiday accommodation at any reasonable time for essential maintenance, etc. Whenever possible this would be by prior arrangement, and with minimum disruption to your use of the bungalow. It may be necessary to cut the grass in the garden during the period of your stay but we will try to do this on a predetermined day or by arrangement.

### **Information**

We try to be helpful by providing information that we hope will help you make the right choice of accommodation or enhance your stay if you choose Meadow View, but whilst every effort is made to ensure the accuracy of information given, both orally and written, all information and comments are given in good faith, and no such representation will create any liability on the part of the owners.

### **No Smoking**

Smoking is not permitted at Meadow View, including the grounds, and guests are asked to adhere strictly to this condition.

### **Pets**

Sorry, pets are not allowed in the bungalow or grounds.

**Issue 6. 20<sup>th</sup> March 2015**