**Any reference to ‘us’, ‘our’ or ‘we’ in these Booking Conditions refers to the house owners. ‘You’ or ‘your’ are references to the person making the booking and all members of the holiday party. By booking your holiday at La Grange you agree to these terms and conditions:**

**Contract**

This contract becomes binding when you receive a booking confirmation from us – either by e-mail or post. This contract shall be governed by and subject to the laws of England and Wales. When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email.

**Payment**

A non-refundable deposit of £100 is payable when booking, unless you are booking within six weeks of the start of your holiday, in which case the whole cost is payable. We will send you a confirmation, by post or email, upon receipt of this deposit. The balance of the cost of the holiday is due six weeks before you arrive, together with a Damage Deposit (see below). Non-payment of the balance of the rental on or before the due date shall be construed as a cancellation of the contract by the customer. Payment should be made by bank transfer. Account details will be made available at the time of booking.

**Damage Deposit**

A Damage Deposit of £150.00 is taken at the time of booking. This is held to cover any costs of repairs, replacements or additional cleaning charges if the property is left in an unsatisfactory condition, this includes evidence that pets have been allowed on to any of the furniture or in the bedrooms. The clients are responsible for the property and its contents and so if the client finds any damage on arrival the client should inform us immediately so that steps can be taken to rectify this. Also on departure all damages/breakages/losses should be reported to us. The Damage Deposit usually covers all breakages/damages/losses but the client will be liable for any costs incurred over and above the Damage Deposit limit. If there are no such costs, the Damage Deposit will be returned within 14 days of the end of the rental period.

**Cancellation**

If the booking is cancelled within 3 weeks before the arrival date, the entire rental fee will be due and no refund will be given. For cancellations made between 3 and 6 weeks before the arrival date, 50% rental fee will be refunded. For cancellations made more than 6 weeks before the arrival date, a full refund will be given less £100 administration fee. The amount of the cancellation fee constitutes reasonable estimated losses arising out of the cancellation. Please note, that if you cancel but we succeed in re-letting the house for the same period we will refund any such rentals received less £100 administration fee. For these reasons we strongly recommend that you take out cancellation insurance for your holiday. We cannot accept liability or responsibility for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government, or public authority, changes imposed by re-scheduling of airlines or any event outside our control.

**Non-Availability of Cottage as Booked**

If for any reason beyond our control (e.g. fire damage) the property is not available on the date booked, all deposits and rental down payments will be refunded in full but you will have no further claim.

**Arrival**

The house will be available from 4pm on the day of your arrival, unless otherwise agreed in advance.

**Departure**

We require that you vacate the house by 10.30am on the morning of your departure. We ask that you leave the property in a clean and tidy condition, including correct disposal of rubbish/waste for recycling and disposal of dog mess from the gardens.

**Liability**

We do not accept responsibility for injury to persons or loss/damage to possessions unless caused by proven negligent act or omission of ourselves, our employees or contractors, or agents of the same, whilst acting in the course of their employment. This includes loss or damage to vehicles and their contents, and to the personal possessions you bring with you.

**Complaints**

Should you find any faults or have any complaints during your stay, please advise us immediately so that any appropriate action can be taken. In the case of a serious problem please confirm this in writing.

**Number of Persons in the Property**

The number of persons occupying the property must not exceed 8. We reserve the right to refuse entry to the entire party if this condition is not observed.

**Dogs**

Well behaved house-trained dogs are welcome, but are not allowed on the furniture or in the bedrooms. A surcharge of £20/week is payable.

**Smoking**

La Grange is strictly no smoking. There is a £50 additional deodorising/cleaning charge if smoking is detected in the rental property.

**Right of Entry**

We and/or our agents shall be allowed the right of entry to the property at all reasonable times for the purpose of inspection or to carry out any necessary repairs or maintenance.

**For further information about our Terms and Conditions please contact us on 07875 420318. Nothing in these conditions affects your normal statutory rights.**