

## Terms and conditions

**The contract** is between you, the guest making the booking, and the Throne owner. You have entered this legally binding contract when you have paid the deposit and the owner has issued a confirmation of booking. The contract binds you and all members of your party. It is your responsibility to ensure they too accept the terms of the contract set out below. You must be over 18 to make a booking.

**Payment.** A non-refundable deposit of 25% of the total cost of the holiday is payable when you book. The balance is due (ie needs to arrive) 6 weeks before the start of the holiday. You will be reminded by email, but delivery of emails can't be guaranteed and if you fail to pay the balance by the due date the booking may be cancelled and the deposit retained. For bookings made less than 6 weeks before arrival, the total amount is payable when you book.

**Cancellations by guest.** **[please see the Coronavirus policy statement on the website – this overrides the cancellation policy below if the holiday is cancelled due to Coronavirus travel restrictions]** If you cancel your holiday for any reason (including health or weather) more than 6 weeks before it is due to start then your deposit will be forfeit. If you cancel less than 6 weeks before the holiday starts then the full balance remains due and is not refundable. We advise that you take out holiday cancellation insurance to cover that possibility.

Please notify the owner as soon as possible of a cancellation by phone and email. The owner will try to re-let the house for the cancelled dates. If successful they may at their discretion allow you to transfer to alternate dates for a small admin fee (if the new dates are at a higher rate than the original, you would also need to pay the difference in price).

**Refundable bond.** A £250 refundable good housekeeping and damages deposit is payable a week before the start of the holiday. The bond will be returned within 10 days of the end of your holiday less any deductions for extra cleaning, breakages, missing keys etc as described below. The bond may be waived at the discretion of the owner – in that case the owner will inform you in writing.

**Cleaning.** You are responsible for leaving the house in good order and in a clean condition, otherwise a cleaning charge will be made (or deducted from refundable bond if the bond has been paid). The norm for UK holiday lets is for the house to be left in a similar state to which you find it in (reasonable cleaning excepted). Doing so helps keep the prices down.

**Arrival/departure times.** The house is available from 4pm on the day of arrival and must be vacated by 10am on the last day of the holiday. This allows time for the house to be made ready for the next guests.

**Number of guests and purpose.** You and your party as described in the booking are the only people permitted to occupy the property and for holiday purposes only. You must declare the correct number of additional guests at the time of booking and inform the owner of any changes before the holiday starts. No more than 13 people and 1 infant may occupy the house except by prior written agreement from the owner. No stag or hen dos are allowed. The owner reserves the right to terminate the booking without notice and without refund in case of a breach of these conditions. The terms of any part house discount (number of people, use of specified bedrooms and bathrooms only) must be complied with or the full charge will be levied. You may in no circumstance re-let or sublet the property, even free of charge.

**Pets.** Guests may only bring the pet(s) described in the booking. A charge will be made per pet with a maximum of 2 dogs per booking unless with prior written agreement of the owner. Pets must be well-behaved and should not be left unattended in the house or garden. Dogs are not allowed upstairs or in the en suite bedroom or bathroom downstairs. If damage or extra cleaning is caused by pets you may be billed for that charge (or cost will be retained from refundable bond if bond has been paid). The garden is enclosed but is not guaranteed as secure for pets.

**Smoking.** There is no smoking allowed in the house or any buildings on the property.

**Guest responsibilities.** Supervision of children, babies, pets and adults requiring care will be the responsibility of the guest at all times. Guests should put all furniture and accessories back to where they were at the beginning of the holiday let. Guests should not cause nuisance or annoyance to neighbours. (Guests are asked not to use the trampoline late in the evening as this can disturb children going to bed in the neighbouring property.)

**Left behind items.** Guests are asked to take care not to leave any items. If left, the owner has the right to charge for removal or disposal of the items. There will be a minimum charge of £10 for return of small items if guests would like them to be returned.

**Damage, loss or theft.** In making a booking you accept responsibility for any theft, breakage or damage caused by you or one of your party and agree to indemnify us in full for any loss that the owner may incur as a result. If the cost incurred is less than the refundable bond then it will be deducted from the bond unless the bond has been repaid before the amount is known. Please treat the facilities and accommodation with due care so that other guests may continue to enjoy them. If you notice damage at the property please let us know immediately so that we can take appropriate action. If there have been any breakages during your stay, we would be grateful if you could advise us before you leave. You will be charged for replacement of any missing keys.

**Liability.** The owner cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, heating, electrical services or exceptional weather. No responsibility is accepted for the loss or damage of property or pets, vehicles or vehicle contents belonging to you or a member of your party during the holiday. The maximum liability accepted by the owner is the total cost of the holiday. Claims for other expenses like travel costs or alternative accommodation will not be accepted.

**Complaints.** Any problem concerning your holiday must be reported immediately directly to the owner and the owner will endeavour to put matters right. Any complaints not reported at the time and only reported after the client has returned from holiday will not be considered. The owner will seek to keep the description and pictures on the website up to date but there may occasionally be minor discrepancies between the website and the property at the time of the holiday.

**Cancellation by owners.** The owner reserves the right to refuse a booking without giving a reason. Notification will be given of the cancellation as soon as possible and the owner will promptly refund all payments made for your holiday. The owner's liability for cancellation will be limited to payments made.

The owner or someone instructed by them will be permitted to enter the property at any time to carry out essential maintenance or inspection if there are grounds for believing the terms and conditions are not being complied with.

**Changes to these conditions.** The owner reserves the right to make reasonable amendments or additions to these terms and conditions without notice.

The Throne is privately owned and is our home. It's also an important historic building and village landmark. The owner thanks guests for treating the property with care and respect to help preserve it for future visitors and for posterity.

**3 May 2020**