



# The Well House

## The Well House

### **Terms & Conditions of Booking**

Set in the North Herefordshire village of Brierley, **The Well House** offers spacious self-catering holiday accommodation for 12 (+2) people, making it the ideal venue for family reunions and celebrations.

#### **Booking Terms & Conditions**

Any reference to either 'us' or 'we' in these Booking Conditions refers to The Owners. "You" or "your" are references to the person making the booking and all members of the holiday party. So that you understand the basis of the contract between you and us when you book your accommodation, we have laid out as clearly as possible, the conditions on which the booking is made. Nothing in these conditions affects your normal statutory rights.

#### **1. Your booking**

You must be at least 18 years old when you book your accommodation. Your booking is made as a consumer and you acknowledge that no liability can be accepted for any business losses howsoever suffered or incurred by you. When we issue our written confirmation to you we enter into a contract with you, the party leader, which is subject to these Booking Conditions. Any disputes or queries will be between the party leader and the owner. The party leader will assume responsibility for the whole party and the compliance with these rules of all party members. We have the right to refuse any booking prior to the issue of our written confirmation, and if we do this we will tell you in writing and promptly refund any money you have paid us. When your confirmation is received, the details must be checked carefully. If anything is not correct you should tell us immediately.

#### **2. Paying for your accommodation**

A deposit of 25 % of the booking price is payable by cheque at the time of booking accompanied by your booking form. The balance of the booking cost must be received by us no later than 28 days before your arrival date, together with an additional cheque for £400 - good housekeeping deposit. This payment must be made by cheque and sent in time for the funds to be cleared by the due date on your contract. If you book less than 28 days before the arrival date, payment of the total cost, including the good housekeeping deposit is due straightaway. If your bank returns your payment to us unpaid, we reserve the right to make an administration charge of £25. The cheque for the good housekeeping deposit will be returned within 14 days provided all the booking conditions have been met.

#### **3. Cancellation of booking by you**

If you need to cancel your booking you must contact the Owners as soon as possible in



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writing. The booking deposit is non-refundable. However we will make every effort to re-let the property once formal cancellation has been received and if we are able to re-let at the same price the balance will be refunded to you. If we are only able to re-let at a reduced price (with your approval) the reduced balance will be refunded. If we are unable to re-let the full balance will remain payable by you. We STRONGLY RECOMMEND you to take out guest cancellation insurance against cancellation due to ill-health, bereavement etc as the above refund terms are non-negotiable.

#### **4. Cancellation of booking by us**

If we have to cancel the booking in advance for any reason you will be refunded the full amount of the booking. If we have to terminate your holiday early for any of the reasons below, you will be refunded part of the booking fee based on the time remaining. No additional compensation will be payable.

#### **5. Damage to property**

You are responsible to the Owner for the actual costs of any breakage or damage in or to the accommodation - along with any additional costs that may result - which are caused by you or your party. These costs may be deducted from your £400 deposit, but are not limited to that amount. You may be billed for the difference between this and the actual cost of the repairs.

#### **6. Accidents, injury and personal property**

The Owners shall have no liability to you for the death or personal injury to you or any member of your party during the period of your holiday. You must take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property.

#### **7. Heating**

Reasonable use of LPG for heating and hot water is included in the booking price. However, we would like to stress the word 'reasonable'! If you are going out then please set the heating to be off at that time, similarly when you are asleep. Prudent use of energy resources is something we are very conscious of. Please ensure heating is turned off on departure. One basket of logs is supplied on arrival. Additional logs can be purchased locally if you would like more during your stay please.

#### **8. During your stay**

You can arrive at your accommodation after 5 pm on the start date of your holiday and you must leave by 11am on the last day. The Owner is entitled to refuse to hand over to you or to repossess the accommodation if they reasonably believe that any damage is likely to be caused by you or your party or can repossess the accommodation if damage has been caused. You cannot allow more people than you have booked to stay in the accommodation, nor can you significantly change the makeup of the party during the duration of your stay in the accommodation nor can you take your pet into the accommodation unless it has been arranged in advance and it is shown on your



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confirmation. If you do so the Owner can refuse to hand over the accommodation to you or can repossess it. You may not carry out any form of trade or business from the property, nor may you sub-let any part of the buildings. No smoking is allowed anywhere inside the property and you agree not to smoke in any part of the house. You may, however, smoke outside provided ash trays are used. Well House is in a quiet residential area, you must pay due consideration to the neighbours and avoid late-night noise, particularly outside. For this reason we must, unfortunately, say 'No' to stag/hen parties and the like. (Why not visit [www.stagweb.co.uk](http://www.stagweb.co.uk) instead?) We will treat contravention of any of the above as a cancellation by you and Section 4 will apply. You must allow the Owner or any representative of the Owner access at any reasonable time during your stay.

### 9. Pets

Well House can accommodate one well behaved dog by arrangement. Brierley is a rural area and there are sheep in the surrounding fields, we ask dog owners to keep their pets under strict control at all times. Under no circumstances should dogs be allowed on the furniture or be left unattended in the property.

### 10. Cleaning on departure

You agree to keep the accommodation clean and tidy as found and leave the accommodation in a similar condition. The following basic level of cleanliness is required on departure; Cookers and ovens clean and fat-free. Kitchen floors swept. Crockery and cutlery washed/dried and put away. Toilets cleaned. Beds stripped (not mattress protectors). Obvious spills and stains removed. Any furniture moved restored to original position. Barbeque clean and fat-free. At Well House we only use environmentally friendly cleaning products. A supply of these is provided in the utility room for your end of let clean. Bins bags should be tied and left outside by the garage, also plastic and paper recycling bags. Failure to comply with the above could result in a cleaning charge against your good housekeeping deposit.

### 11. Problems & Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday and to date we have had no serious complaints or problems! If however, you have any problem or cause for complaint it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want to see you return!

**Anne & Richard Cope**

**Tel: 01568 760377**



**Please - No Smoking inside The Well House!**