



90 Wyche Road
Malvern
WR14 4EQ

Tel:- 01684 563982

email :- holiday@malverncottage.co.uk

TERMS AND CONDITIONS

Payment:

When booking a stay at Malvern Cottage at least 50% of the fee must be paid to secure the booking. The remainder must be received at least three weeks before the date of arrival along with the £50 refundable security deposit.

For stays of 3 nights or more the £50 security deposit is required and will be retained until 1 week after your stay in case of any damages or excess cleaning needed.

Method of payment:

Payment can be made by cheque or through online banking transfer. Please make cheques payable to Malvern Cottage. For online banking please contact Malvern Cottage for details.

1. By accepting the Terms and Conditions, you are entering into a legally binding Contract between us, the Owners and you, the Hirer. The Hirer is the person who signs the booking form.
2. The rental is for holiday purposes only; your accommodation is available from 3pm on the day of arrival till 10.00am on the day of departure.
3. The maximum party size of 4 persons must not be exceeded. If conditions are breached it will result in admission being refused or immediate expulsion without compensation for lost rent. Any visitors to the property must depart by 11.30pm; a condition which may only be varied at the express permission of the Owners.
4. The person booking the holiday must be aged 21 or over. We reserve the right to terminate any bookings, without refund, which are found to be solely of young people under the age of 21, even though the booking may have been made by a parent/adult.
5. Every attempt is made to ensure the accommodation and equipment is in good working order. If you are dissatisfied with some aspect, please contact us immediately. We reserve the right to enter the property to undertake any urgent works.
6. We take no liability for events outside our control and no liability will fall on us for the effects of extreme weather, power cuts, water shortages etc.
7. Malvern Cottage is built on a steep incline. Care must be taken at all times when climbing steps and walking in the terraced garden. No liability can be accepted for injuries resulting from falls and trips around the property.
8. As far as the law allows, we will not be liable for any loss or damage to you or any member of your party; any third party; and any baggage, car or contents; however it arises as a result of you or a member of your party renting the property.

9. In the event of the property not being available (e.g. fire or some other disaster), we will notify you as soon as possible and offer a full refund. Our liability is limited to rents received
10. You are advised to take out your own travel insurance in the event of having to cancel, illness or other unforeseen circumstances.
11. You will take reasonable care of the property and its contents and will leave equipment, utensils, furnishings etc in a clean and tidy condition on departure. For stays of 3 nights or more a £50 security deposit is required which will be retained until 1 week after your stay for any damages or excess cleaning. This is payable when your final payment is due. You will be responsible for the cost of any breakage or damage caused by any member of your party, including loss of keys, or the need for any exceptional cleaning. Full charges for these liable charges, if they exceed the security deposit of £50 will be forwarded to you.
12. The property is hired on the basis that no right to remain in the property exists by you, or any person allowed into the property during the period of hire.
 12. We take great care to provide accurate information, however changes can occur. All descriptions, written or oral are given in good faith; we cannot be held liable for them.
 13. Please come to 90 Wyche Road on your arrival and we will show you to your cottage. If you are delayed for any reason please phone 07545 69 68 61 to keep us informed of your progress and estimated time of arrival.
13. Regrettably no pets or smoking permitted.

Cancellations

1. Any cancellation must be advised by telephone and confirmed in writing.
2. If you cancel a booking we will charge you the cancellation fee set out below. The percentage of the rental price we charge as a cancellation fee will depend on the time left before your rental is due to start.
 - a. If we receive your cancellation 43 or more days (six weeks plus one day or more) before you are due to arrive, you will lose the Reservation fee (20% of the rental price).
 - b. If we receive your cancellation on any day between the 42nd day (six weeks) before the date you are due to arrive and the 29th day (four weeks plus one day) before you are due to arrive you will lose 50% (half) the rental price.
 - c. If we receive your cancellation on any day including or after the 28th day before your arrival date you will lose 100% (all) of the rental price.
3. We will make every endeavour to re-let Malvern Cottage after cancellation. If successful we will refund the balance less £50 administration charge per week plus additional telephone and advertising costs and less any shortfall figure if the property is re-let at a reduced rate.
4. Rental charge does not include cancellation insurance. You are strongly advised to make your own insurance arrangements.

Please sign below if you have read and agree to these terms and conditions.

Name.....

Signature Date:

Please make a copy of the signed Terms and Conditions document and send one to the owners at Malvern Cottage.