



## **Holywell Cottage Holiday Home Terms and Conditions 2020**

**Contact:** Clare Whaler. 111 West Malvern Rd, Malvern, Worcs. WR14 4NG  
clare@holywellcottagemalvern.co.uk  
07967408895

For the purpose of this document 'we' refers to the owners of Holywell Cottage and 'you' or 'the guest' refers to customers renting Holywell Cottage.

- **Payments.** An initial non refundable reservation deposit of £100 together with your completed booking form returned within 4 days of receipt will secure your booking. The balance of the total payment will be due no less than 4 weeks before your arrival date. If the booking is made within 4 weeks of the arrival date, the total payment must be made along with the completed booking form within 4 days of receipt to secure the booking.
- **Cancellations. (see below for Covid 19 additions)** If cancellation is requested more than 4 weeks before the arrival date, any monies paid will be refunded minus the reservation deposit of £100. If cancellation is requested less than 4 weeks before the arrival date we reserve the right to keep all monies paid, but will try very hard to re book the property and if successful will refund you any monies paid minus the reservation deposit of £100.
- **Breakages/ damage.** We will not be liable for any accident, damage, loss, injury, expense or inconvenience to person or property suffered by the guest or any other person arising from or in any way connected with the letting. You are therefore strongly advised to take out adequate holiday insurance to cover you for your stay. Any personal belongings left at the property will be returned at the guests expense if requested.
- We do not ask for a security deposit and accept that minor breakages (the odd cup, wine glass, etc) are a part of life, but we ask that you respect this by informing us of any damage/ breakages asap to give us time to replace/ put right before our next guests arrive.
- Arrival time is from 4pm and departure time is before 10am.
- **Guests.** The number of guests must not exceed 4 and the names of all guests must be provided on the booking form. Please let us know if any guests are to be substituted or added. The main contact (person filling out the form) must be over 23 yrs of age and is authorising agreement of these terms and conditions on behalf of all the people on the booking form.  
We reserve the right to refuse any booking.
- **Non availability of property. ( see below for Covid 19 additions)** If for any reason beyond our control (eg fire or flood) the property is not available for the dates booked all rent and charges paid in advance by the guest will be refunded, We cannot however be responsible for matters out of our control during your stay that may cause disruption eg building works or disruption to supplies by utility suppliers.

- **Included** in the rent are electricity, gas, heating, wifi, towels and linen (excluding cot linen).
- **Pets.** No pets
- **Smoking** This is a non smoking property, but smoking is permitted in the outside areas.
- **Respect!** We respect that this is to be your home for the duration of the stay and want it to feel that way. We ask that you be respectful to neighbours and neighbouring properties.  
Communication is key, Please contact us at any time during your stay if there is anything that you are not happy with or if you have any problems (and also if there are any breakages..!) and we will respond as quickly as possible. Our main intention is for you to have a wonderful holiday and to enjoy your stay at Holywell Cottage.

### Covid 19 additional Terms and Conditions

- **Covid 19 symptoms before arrival** If you have any symptoms, been contacted by Track and Trace or have any reason to believe that you may be infected with Covid 19 prior to your arrival please contact me to cancel your reservation and do not travel.
- **Cancellations / Non Availability of property** If cancellation is requested less than 4 weeks before the arrival date due to UK Government travel restrictions or closure due to Covid 19 we can offer you the following options;
  - Transfer your holiday to new dates in 2020 or 2021 free of charge.
  - Cancel your booking and have a full refund minus £100 booking reservation deposit.
- **Illness / symptoms during stay** Should you become ill due to Covid 19 or display symptoms during your stay we request that you contact us immediately and get a test. If positive you should return home for self isolation if safe to do so. If you are unable to safely return home you, the guest would be liable to pay for any extended stay and resulting affected bookings.
- **Bedlinen / towels** Guests are requested to strip the beds at the end of their stay and place all bed linen and towels in the bags provided and knot the bags.
- **Hand sanitizer/ general good practise hygiene** Hand sanitizer is provided at the entrance to the property- please use on entry to the cottage and practise good hygiene and regular hand washing once inside.
- **Post stay symptom request** If any guests display symptoms or test positive for Covid 19 within a week of departure please contact me to let me know.