

## 'At the Manor' Terms and Conditions

'At the Manor' (Company) provides holiday letting bookings. Bookings are only available in relation to Accommodation and do not include any flights, transport or transfers to the property. Accordingly, any contract is made between the person making the booking (the Holiday Guest) and 'At the Manor'. A contract will be entered into on the issuance of a booking confirmation by the Company.

**Deposit:** A deposit of 30% of the total amount is required to secure a booking. This applies to all bookings. The booking is secured once 'At the Manor' successfully receives the deposit funds by wired bank transfer. The remaining 70% of the outstanding balance will be due exactly 6 weeks prior to arrival. For bookings within less than 6 weeks prior to the arrival date, full payment is required at the time of the booking.

**Final Payment:** The full balance of the total accommodation cost will be payable not later than 6 weeks prior to the date of arrival. If the full balance is not paid on time, the Company will notify the Guest of this breach of contract and the Guest will have 5 working days to remedy the breach. The Company is entitled to levy a handling charge of 3.85% on the final payment if it is not received by the due date and if late payment exceeds 14 days; if the breach is still not remedied, the Company reserves the right to cancel the booking, and is entitled to retain the deposit as compensation for the damages and any other costs incurring in connection with the contract.

**Cancellation:** If the Holiday Guest has to cancel the Accommodation for any reason, immediate notification to the Company is required. The cancellation is effective from the date the Company receives the email/written notification. The cancellation will be acknowledged by the Company by email or in writing. The Company will endeavour to re-book the entire holiday period.

If the Company is able to re-book the Accommodation for the entire holiday period, then the Holiday Guest will only forfeit the deposit payment. If the Accommodation has been paid already in full, the Holiday Guest is entitled to a 70% refund subject to credit card charges and administrative costs on the Accommodation cost\* (\*Accommodation cost does not include the following: Service Charge, Damage Waiver and any additional extras/facilities).

If the Company does not succeed in re-booking the Accommodation, cancellation charges are applicable as detailed below.

**Cancellation Charges:** The cancellation fee will include the Accommodation cost\*, credit card charges and will be subject to administration fees. The total Accommodation cost\* refunded will depend upon the amount of time still to elapse before the holiday arrival date and the total amount already paid.

10 weeks or more 50% refund of full Accommodation cost  
8 - 10 weeks 40% refund of full Accommodation cost  
6 - 8 weeks 30% refund of full Accommodation cost  
4 - 6 weeks 20% refund of full Accommodation cost  
2 - 4 weeks 10% refund of full Accommodation cost  
2 weeks & under Liable for full Accommodation cost

**PLEASE NOTE:** No refunds will be given for early departure. Depending on the reason for cancellation, you may be entitled to claim from your cancellation policy. We strongly recommend that you take out Cancellation Insurance.

**Alternative Accommodation:** Occasionally, it may be necessary to make a material change to the holiday arrangements for reasons such as withdrawal of a property from the Company's portfolio. In this event, the Company will endeavour to offer an Accommodation of a comparable standard and price to the Holiday Guest. Should the only alternative property be of a higher price, the Company reserves the right to charge the difference. The Holiday Guest has the right to decline the alternative Accommodation for whatever reason (e.g. price, unsuitability etc.) in which case the Company will refund the full amount paid, but no other compensation would be payable. The liability of the Company is limited to, and cannot exceed, the amount paid by the Holiday Guest.

**Responsibilities of the Holiday Guest:** The Holiday Guest undertakes to keep the Accommodation and all furniture, fixtures and fittings in the same state of repair and condition as at the start of the holiday and to leave the Accommodation clean and tidy. The number of persons using the Accommodation at any time must not exceed the maximum number as stated in the website.

**Damage to Accommodation:** The Company reserves the right to request a deposit or credit card details of all Holiday Guests paying by bank transfer to cover any costs for rectifying any damages caused by the deliberate, negligent or reckless act of the Holiday Guest to the property or structure. Should this damage come to light after the Holiday Guest has departed, the Company reserves the right to make a charge to the Holiday Guest's credit/debit card, or send an invoice for the amount to the registered address. The Company will, however, make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs incurring to the Holiday Guest at a minimum.

**Changing a Booking:** If the Holiday Guest wishes to make a change to their arrival or departure date after the booking confirmation has been issued, this is only possible subject to availability and payment of an administration fee of £50.00. Confirmation in writing and the administration fee must be received by the Company before a revised booking confirmation can be issued. The Holiday Guest will not be able to select alternative Accommodation as this would be regarded as a Cancellation (see Cancellation Terms).

**Access to Accommodation:** The Company or its representative is allowed to access the Accommodation at any reasonable time during occupancy given early prior notification to the Holiday Guest. The Accommodation and its use are subject to the conditions and regulations of the UK laws.

**Special Requirements:** Where the Holiday Guest has special needs, such as a property suitable for the disabled or any other specific requirement, the Company will try to accommodate accordingly. Such requirements must be specified at the time of booking. The Company cannot accept responsibility for special needs, unless specified during booking and confirmation is given by the Company. If the Holiday Guest suffers from allergic reactions please take note that although the Accommodations are advertised as NOT allowing pets, the Company cannot guarantee that pets have never been in that Accommodation and cannot be held liable in such circumstances.

**Complaints Procedure:** In the event of any problem arising on agreed arrival date or during the holiday, the Holiday Guest should immediately bring this to the attention of the Company or its representative. The Company regrets that claims for compensation cannot be considered after the holiday has ended if there was no such prior notification.

**Cleaning Fee:** The final Accommodation cleaning fee includes bed linen and towels provided by the Property's management company representatives. For further details, reference to the Company's website is made.

If staying for two weeks or more, the Property's management company representative will provide the Holiday Guest with clean bed linen and towels on a weekly basis, unless otherwise agreed.

**Access & Departure:** The Accommodation will be available from 4.30pm onwards on the agreed arrival date. Departure time is by 10.30am, in order to be able to prepare and maintain the Accommodation to a high standard for the next Holiday Guest.

**Right to Refuse Entry:** The Property Management Company, their representatives and/or the Company reserve the right to refuse admission or entry to the Accommodation to all or any persons, and may require all or any persons to leave the Accommodation, without refund, whom they consider to be in a material breach of these conditions. This includes persons who cause a nuisance or damage to holiday accommodation or conduct themselves in an offensive or disorderly manner. In such event the Company will not be liable for making any payment to the Holiday Guest and will retain all monies paid by the Holiday Guest.

**Electricity/Gas/Oil:** are included in the booking. Fuel for fires/stoves is not generally provided.

**Lost Property:** The Company or its partners will retain lost property items at their office premises for only 28 days from the date of departure. Items to be returned to Holiday Guests will be charged at a flat fee of £ 10 plus package and postage. The Company and its partners do not accept responsibility for returning any items and do not return any food or drink.

**Alterations & Amendments:** Every effort has been made to ensure that information on all websites is correct at the time of publication or at the time of inspection of the Accommodation and all this information and statements made by representatives or employees of the Company are made in good faith and the Company cannot be held liable for minor changes.

**Parking:** The Accommodations will have private parking available.

**Liability:** Any liability of the Company and any associated partners of the Company for any damage, expense or loss of any nature whatsoever, suffered by any person from any cause, and are excluded as far as permitted by the law.

**Force Majeure:** The Company shall not be liable for changes, cancellations, or any other effect on the holiday, due to any event, which with all due care could not be foreseen or avoided.

**Final provisions:** If any provision is invalid or unenforceable, the remaining provisions shall remain in force and effect. Any invalid or unenforceable provision shall be replaced by a valid provision, the effect of which is the closest possible to the intended purpose and effect of the invalid or unenforceable provision. All disputes arising out or in connection with this contract will be governed by British Law. These Terms & Conditions are displayed on websites belonging 'At the Manor'.