

Booking Terms & Conditions of Hire: Swaleview Cottage

1. Terms

1.1 The property is available from 3.00pm on day of arrival until 10.00am on day of departure. Please inform reception if you will be arriving later than 5.00pm.

2. Booking

2.1 Full payment is required on date of booking. Please note that your booking is not confirmed until you have received written confirmation via e-mail or post. As soon as you receive your written holiday accommodation confirmation please check it carefully. Holiday Cancellation Insurance is advisable.

3. Payment

3.1 We accept Cheques & Major Debit & Credit Cards.

4. Housekeeping Deposit

4.1 A deposit of **£50** must be paid **1 week** prior to the commencement of your holiday. It will be refunded within three weeks of your return provided there is no damage. Any cost of repair or replacement will be accounted for and deducted from your deposit prior to being refunded.

5. Cancellation Policy

5.1 The hirer should inform Swaleview Park in writing immediately also forwarding your booking confirmation. We will acknowledge your cancellation on receipt of your written confirmation.

5.2 We will try to re-let the accommodation, however if this is not possible you will be responsible for the period of reserved hire. An administration fee of £25 applies. We recommend that Holiday Cancellation Insurance is in place.

6. Care of the Property

6.1 Please treat the property with respect and leave it clean and tidy for future guests. The hirer and all guests included in the party are responsible for ensuring that the property, and all fixtures, fittings, and equipment, both inside and outside, remain in the condition as at the commencement of hiring. Please report any damage/breakages to reception prior to departure. All damages/breakages will be charged for.

6.2 If these conditions are breached Swaleview may make an additional cleaning charge and /or claim against you as a result of any damage or loss. **You are responsible for the actual costs of any damage or breakages along with additional costs that may occur caused by you or any members of your party.** The owner reserves the right to raise invoices for any damage and/or replacements and/ or repairs and/or cleaning costs caused during your stay at a later date

6.3 Should in the opinion of Swaleview staff any guest(s) are considered unsuitable to continue the holiday due to damage to the property, unreasonable behavior or being a danger or nuisance to others, the contract will be terminated immediately. The hirer will remain liable to pay the full hire price and no refund will be due.

7. Access to the Property

7.1 Swaleview Park have the right to enter any accommodation without prior notice, if this is not practical or possible if special circumstances or emergencies arise, (for example if repairs need to be carried out) Wherever possible we will advise you as soon as we are aware of the date and time access is required.

8. Holiday Occupation Only

8.1 You must not assign or part with the possession of the property, or any part of it, or anything contained in the property, or use it other than as a single dwelling for holiday occupation by the people whose names appear on the booking form.

9. Occupancy

9.1 Booking conditions require that the total number in the party should not exceed the sleeping capacity as stated at time of booking. Only guests whose names are on the booking form are permitted to hire the property.

9.2 Swaleview Park reserves the right to refuse to allow access to the property, or make you leave before the end of the holiday. The holiday will be classed as cancelled by you and you will not be entitled to refund of monies or compensation.

9.3 The hirer and all guests included in the party over the age of sixteen must complete a guest registration document on arrival at Swaleview as required by UK law.

10. Group Bookings

10.1 Swaleview Park is a peaceful and serene location; therefore, we do not accept bookings from Hen, Stag or all male or female groups. Group bookings are at the discretion of Swaleview Park.

11. Accessibility

11.1 If you or any member of your party has restricted mobility or special needs please discuss your requirements with Swaleview prior to booking. It is your responsibility to check that the property meets your needs and we cannot be held responsible for ensuring the property is entirely suitable for your requirements. It is your responsibility to notify us of any information regarding a medical problem or disability that may affect your holiday at the time of booking.

12. Alternative Accommodation

12.1 The property will be available to you and your guests on the dates stated at time of booking. However, should exceptional situations arise that are beyond our control i.e. damage or fire, we cannot guarantee to provide alternative holiday accommodation. In these circumstances, full payment would be refunded. You will have no claim against Swaleview Caravan Park

13. Your Responsibilities

13.1 The hirer and all guest(s) are expected to show consideration to other people, not to abuse the property or display rude, dangerous or offensive behavior towards Swaleview staff or other third party. Possession of the property can be refused or you can be asked to leave before the end of the holiday. If this happens we will treat the holiday as being cancelled by you and you will not be entitled to a refund of your holiday cost or compensation.

14. Liability

14.1 Swaleview shall have no liability for any death, accident, damage, personal injury or loss to the person or property of the hirer or any other guests during the hire of the accommodation. You must take all necessary steps to safeguard your personal property.

15. Security

15.1 No more than 2 day visitors to the property are permitted and are required to notify and register at reception on arrival. All visitors must leave the property by 9pm.

16. No Smoking Policy

16.1 Candles, tealights or disposable barbeques are not permitted due to Fire Regulations.

17. Complaints Policy

17.1 Our aim is to ensure that guests have a peaceful and enjoyable stay with us. However, should a problem arise please contact Park reception immediately and we will make every effort to resolve it.

18. Electrical Appliances

18.1 If an appliance breaks down, it will be repaired as soon as possible. We cannot be held responsible for major or prolonged power cuts. We will not pay compensation in such circumstances.

19. Pets

19.1 Pets are not accepted in the property.

20. Accuracy of Information

20.1 Swaleview Caravan Park takes every care to ensure the accuracy both written and verbal of the property/local amenity details. All information on the website, in our brochure and provided in email or verbal communications is given in good faith and is believed to be correct at the time of writing, going to press or otherwise communicated. However, Swaleview Park cannot be held responsible for changes beyond its control which may become known after writing and going to press.

21. Complimentary Toiletries

21.1 Complimentary toiletries are provided in Swaleview Cottage, however whilst every effort has been made to ensure they are hypoallergenic, use of these items is at your own risk, and no responsibility will be accepted for any adverse reaction. You are advised to test on a small patch of skin before use.

NB. Swaleview Park rules can be viewed in reception