



KNOWLTON COURT

Holiday Cottage Booking Terms & Conditions

1. The properties on the Knowlton Court Estate are offered for holiday rental subject to confirmation by the Cottage Secretary (on behalf of the Owners)
2. To reserve the property the Client should complete the online booking form. Following receipt of the online booking form the Cottage Manager will send email confirmation.
3. The rent is due 84 days before arrival plus a £200 refundable damage deposit. (Plus rental payment if less than **12 weeks** before arrival. If payment is not received by the due date, the Cottage Secretary reserves the right to give notice that the reservation is cancelled. The Client will remain liable to pay the balance of the rent unless the Cottage Secretary is able to re-let the property. In this event, Clause 5 of these booking conditions will apply. Reservations made within 12 weeks of the start of the rental period require full payment (plus security deposit) at time of booking.
4. The 20% booking deposit is required to secure a booking. The Cottage Secretary will account for the deposit when sending you your paperwork. The £200 damage deposit is refund after checking the property at the end of the rental period. The damage deposit is held in case of, but not limited to, damage to the property/garden, its contents, excess cleaning charges or late departures. The sum reserved by this clause shall not limit the Client's liability to the Owner. .
5. **In the event of cancellation, the booking deposit is retained, but refunded if the house is re-let, less a 20% administration fee. The Client is liable for the full rental if the booking is cancelled within 12 weeks of the booking commencing. The Client should arrange a comprehensive travel insurance policy (including cancellation cover) and have full cover for the party's personal belongings, public liability etc.**

Covid 19: In the event of the properties being closed due to a full government lockdown an alternative date will be offered at a mutually convenient time subject to any price ammendment caused by the change of date.

6. The rental period shall commence at 1600hrs on the first day and finish at 1000hrs on the last day.
7. The maximum number to reside in the property must not exceed our stated capacity. No tents, caravans, marquees, bouncy castles, paddling pools can be erected, unless the Owner / Cottage Secretary has given written permission.
8. The Client agrees to be a considerate tenant, to take good care of the Property and to leave it in a clean and tidy condition at the end of the rental period. The Owner reserves the right to make a retention from the security deposit to cover additional cleaning cost if the Client leaves the Property in an unacceptable condition. The Client also agrees not to act in any way which would cause disturbance to those in neighbouring properties; music must be turned down at midnight, so it can't be heard outside the property. The Client agrees to abide by any rules and regulations announced by the Owner in relation to the Property, gardens or surrounding area.
9. Inside all properties are no smoking, please put cigarette butts in the terracotta pots provided outside each house.
10. Fireworks are not permitted anywhere on the Knowlton Court Estate, unless they are silent.
11. Animal owners must clean up as necessary.
12. The Client shall report to the Owner/Cottage Secretary without delay any defects in the Property or breakdown in the equipment, plant, machinery or appliances in the property or garden. Arrangements for repair or replacement will be made as soon as possible.
13. Belongings left onsite will be disposed of after 6 weeks.
14. Under no circumstances shall the Owner's liability to the Client exceed the amount paid to the Owner for the rental period.
15. The Owner shall not be liable to the Client for -
 - a. Any temporary defect or stoppage in the supply of public services to the Property, nor in respect of any equipment, plant, machinery or appliances in the Property or garden.
 - b. Any loss, damage or injury which is the result of something which is beyond the Owner's control, including adverse weather conditions.
 - c. Any loss, damage or inconvenience caused to or suffered by the Client if the property shall be destroyed or substantially damaged before the start of the rental period and in any such event the Owner shall, within seven days of notification to the Client, refund to the Client all sums previously paid in respect of the rental period.