

La Falda Holiday Cottage Rental Terms and Conditions



La Falda

Property address: La Falda, Furlongs Road, Sutton on Sea, Lincolnshire LN12 2JL.

For the purposes of these rental terms and conditions the words 'we' and 'our' refer to the owner of La Falda Holiday Cottage, Sutton on Sea, and the words 'you' and 'your' refer to the guest.

Required information:

We will need your postal address and the names (and ages if under 18) of everyone who will be staying at the cottage, for legal reasons and as a fire safety precaution. If we do not receive this information within 7 days of the booking being made, we will cancel the booking. In this case the cancellation policy below will apply.

Arrival/departure time:

Arrival time is after 4pm and departure is before 10am. We reserve the right to delay the arrival time until no later than 5pm in the unlikely event that we cannot prepare the cottage in time for your earlier arrival due to unforeseen circumstances (e.g. if the previous guest has left the cottage in a state of disrepair/significant uncleanliness). We will send you details of how to access the key in the key-safe prior to your arrival.

Maximum occupancy:

The maximum number of guests is 6 (plus up to 1 infant in travel cot. A travel cot is provided on request). There must be at least 2 responsible adults in the party. We do not accept singles groups, e.g. stag or hen parties.

Pets:

We allow up to 2 small/medium sized dogs to stay at the property. Please discuss with us before booking if you have any concern that your pet(s) do not meet this requirement. We do not allow puppies to stay that are less than 1 year old and are not toilet trained.

House rules:

It is agreed between the guest and the owner that:

- Guests do not smoke in the property;
- No damage is done to the property or its contents, beyond normal wear and tear. Unreasonable damage will be charged to the guest and claims will be pursued through the small claims court if necessary;
- All debris, rubbish and discards are placed in the appropriate rubbish/recycling bin prior to departure
- Soiled dishes are washed, dried and put away before departure;
- Used towels are placed in the laundry basket located in the main shower room and clean ones on the beds to avoid unnecessary laundering;
- Bed linen and towels are not taken from the cottage. Guests are asked to bring their own beach towels;
- Dogs are not allowed on the beds or furniture. Do not leave dogs in the property alone unless housed in appropriate dog crate/s;
- Guests are not to cause any undue noise or annoyance or disturbance to neighbouring properties. Do not trespass on the neighbour's lawn area at the back of the property or let your dogs run/foul on their garden. In the event of any complaints we reserve the right to ask you to vacate the property;
- Guests will clear up the grounds after their pets and dispose of any faecal waste before departure. There is a dog waste bin 100yds from the property;
- Fireworks are not to be lit on the premises. They are expressly forbidden as there are farm animals nearby;
- Front door keys are placed in the key safe on departure;
- Early arrival or late departure does not hinder cleaning of the cottage for the next guest;
- Guests will allow the owner access to the property at all reasonable times for purposes of essential repair and maintenance, in an emergency or to check that booking conditions are being adhered to;
- Every effort must be made to avoid washing sand and pet hair down the drains as it may cause blockages. Wet suits, other beach equipment and pets must not be washed in the showers or sinks. A water tap is provided outside for this purpose.

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Reasonable condition of cleanliness and repair:

If you do not find the cottage in a reasonable condition of cleanliness and repair upon arrival, you must notify us immediately of the problem. If you have any problem with the cottage during your stay, or in the event of an emergency, we should be notified as soon as possible. We will not be held liable for issues or inconveniences we are notified of after your departure.

Limit of liability:

We will not be liable for issues or inconveniences arising from circumstances outside our control such as (but not limited to) loss of power, water or internet connection to the property or damage to the property caused by adverse weather conditions, although every effort will be made to put them right during your stay if you inform us of them promptly. Similarly, while every effort is made to avoid foreseeable issues or inconveniences arising, we will not be liable for those caused by circumstances we could not reasonably have foreseen.

Inclusive fees:

The following is included in the rental price for the cottage: Bed linen for all beds (except for the travel cot); one hand towel and one bath towel per guest; **reasonable** amounts of electricity, gas and water for the length of your stay; one bath mat, 2 toilet rolls and hand soap in each of the shower room and ensuite; 2 tea towels, one dishcloth, one washing up sponge, oven gloves, washing up liquid, olive oil, malt vinegar, salt and pepper for the kitchen; a starter amount of tea and sugar (no coffee); a small welcome pack and a pint of milk; unlimited use of wi-fi; all other advertised features of the property. If unreasonably excessive use of the electricity, gas or water is made, this will be charged to the guest and claims pursued through the small claims court if necessary.

Payment terms:

A reservation deposit of 25% of the booking fee is required at the time of booking, with the balance payable 56 days (8 weeks) before the arrival date. If the booking is made less than 56 days before arrival, then payment in full is required.

Payment methods:

Personal cheque or bank transfer.

Late payments:

If either the reservation deposit or the final payment is more than 7 days late the booking will be considered to be cancelled and the cancellation policy below will apply. This is to allow us a reasonable amount of time to re-advertise/re-book the property in the event of non-payment of the rental fee.

Cancellations:

If a cancellation is made more than 56 days (8 weeks) prior to the arrival date, the deposit will be refunded less a £25 admin charge. Cancellations that are made within 56 days prior to arrival will forfeit the full payment. This policy applies from the date on which we receive notice of cancellation from you. If we are able to re-let the cottage, we will refund you the portion of the net rental fee that we are able to recover from the replacement rental less a £25 admin charge. **We recommend that you take out holiday insurance against any unforeseen circumstances that may give you cause to cancel and forfeit your payment/s.**

In the unlikely event of anything occurring outside our control causing the property to be unavailable, a full refund of all monies will be paid, and we will make every effort to either arrange alternative accommodation for the same period or other acceptable dates.

COVID-19 update to terms and conditions

If there are government restrictions on travel due to COVID-19 in the run-up to your stay, any balance payment and the Good Housekeeping Deposit will be due 2 weeks before arrival, rather than our usual 8 weeks.

If your stay does not go ahead because we are unable to provide accommodation due to COVID-19, we will refund all monies paid.

If you or anyone else in your party show signs of COVID-19 or are contacted by the NHS Track and Trace team prior to arrival or if you are unable to travel due to local lock-down in your hometown, you must stay put, self-isolate at home and inform us immediately. We will defer your holiday to a future date at no extra charge provided it is in an equivalent rated week. We will offer a refund if we are able to re-let the holiday and in that

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case, we will refund you the portion of the net rental fee that we are able to recover from the replacement rental. Our standard terms and conditions apply for cancellations in all other circumstances and for this reason we recommend that you take out holiday insurance against any unforeseen circumstances that may give you cause to cancel and forfeit your payments/s.

If you or anyone else in your party show signs of COVID-19 whilst staying at the cottage, you must inform us and travel home to self-isolate if this is reasonably possible. If this is not possible and you are required to self-isolate at La Falda, you will be liable for all fees for any bookings affected after your contracted stay.

Please also abide by the latest government recommendations including guidance regarding who can travel and who can stay overnight together.

Rate changes:

Rates are subject to change without notice. However, your rate is considered confirmed and guaranteed at the time of your first payment.

Good Housekeeping Deposit:

There is a refundable £100 Good Housekeeping Deposit, which must be paid with the balance 56 days (8 weeks) before the arrival date. This is to cover damage, breakages and additional cleaning if required. Whilst the vast majority of guests are respectful and have left the property as they found it, some have left the house extremely dirty and have failed to clean up rubbish and even left dog dirt in the garden. We expect some breakages – after all we're all only human, but they do need to be reported during your stay. Additional cleaning above a 'normal' clean will be charged at £20 per hour. Breakages will be charged at our discretion, at the cost of replacement item/s. The cost of replacing damaged items will be billed at the full cost of replacement including any fitting or delivery costs, if applicable. Should the cost of rectifying or replacing any damaged items or property exceed £100 you are liable for that cost. We reserve the right to take appropriate legal action to recover any of the aforementioned costs if payment is not made on request.

If our bed linen is found to be covered in dog hairs, you will be charged a supplementary laundry fee of £20. If laundering is insufficient to remove the dog hairs, you will be charged the full cost of replacement bed linen and protectors.

If the instructions regarding recycling and waste disposal are not followed or you obstruct the bin men from collecting the bins and as a result, we are billed for a failed bin collection, we will charge you for the full cost of a repeat bin collection. Please follow all the instructions located next to the recycling bin. The rules regarding recycling may differ to what you have at home.

The deposit will be returned within 7 days after your departure if there are no issues and the property is returned to us in the condition you found it in.

CCTV

For the safety and security of our property and all our guests there is a CCTV camera next to the front door pointing down the length of the garden path. Should you wish the camera to be turned off during your stay, please let us know. You can find out more information about the data we collect and how it is managed in our Privacy Policy, which you will find on our website at www.suttonholidaycottage.co.uk/enquiries. We are registered with the Information Commissioner's Office (ICO) ref ZA564516.

Falsified reservations:

Reservations obtained under false pretence are subject to forfeiture of any advance payment and the party will not be permitted to check in.

Written exceptions:

Any exceptions to the above-mentioned policies must be approved in writing in advance.