

TERMS & CONDITIONS

Dream Holidays acts as agents only, the binding contract is between you 'THE HIRER' and the cottage owner.

1. **TERMS** All terms are per week/short break for the property as equipped and described. The usual take-over time is 4pm on arrival day, leaving by 10am on departure day. -unless otherwise stated. You are obliged to leave the property clean & tidy and are responsible for any damage or loss sustained during your stay. Should any damage be incurred by yourselves/pets/children in your party or any items found to be missing from the property the cottage owner reserves the right to charge you for the damage/broken items.

We also reserve the right to correct errors in advertised prices and will advise you of any error at the time of booking.

Additional nights for short breaks will be charged as stated.

2. **BOOKING CONDITIONS** A booking contract between you and the owner comes into existence when a booking is accepted

3. **NUMBER IN PARTY** It is a condition of your booking that the total number in your party will NOT exceed the capacity of the property as advertised and you must advise us at the time of booking the total number of persons/pets in your party.

4. **BOOKING MONIES** Upon booking you must pay the requested deposit or full payment as appropriate. All monies must be paid 6 weeks prior to start of holiday (unless you choose the monthly payment plan) We reserve the right to pass onto you any Bank Charges/costs incurred if any cheque has to be represented or process late payments.

5. **CHANGES BY YOU** Once a booking has been confirmed by us to you should you require to amend it for any reason we reserve the right to charge a £10 fee.

6. **CANCELLATION BY YOU** You must notify us immediately if you have to cancel your booking, all deposits are non refundable. If you have paid the full balance and we cannot arrange alternative dates for you then the balance less your deposit will be returned to you if more than 6 weeks before your arrival date, after this we reserve the right not to refund full monies. We recommend our travel insurance be taken out.

7. **MINORS** We cannot accept bookings from anyone under 18 years of age.

8. **BED LINEN & TOWELS** Bed Linen where provided normally includes duvets, sheets & blankets. Towels when included is Bath, Hand, Face-Cloth/tea towels in most cottages. should any go missing the cottage owner reserves the right to charge you for them.

9. **AVAILABILITY** Your booking is accepted on the understanding that the cottage is available for your use on the agreed date. Should "force majeure" not make this possible we have the right to cancel your booking or offer you alternative dates/cottage. Should you not be able to accept this all monies will be returned to yourself. We regret we cannot pay any compensation or expenses should this occur. We reserve the right to alter or withdraw amenities or facilities which have either been advertised or previously available without prior notice when reasonably necessary due to repairs, maintenance, weather conditions and circumstances beyond our control. Should any appliances break down we cannot be held responsible. Cottage owners reserve the right to refuse to hand over accommodation to any persons who in our reasonable opinion or in the opinion of caretaker/owner is not suitable to take charge of it. In such cases all hire charges will be refunded in full and the contract terminated. i.e. this could be because of unreasonable behaviour, damage/annoyance etc.

10. **GROUP BOOKINGS** Some cottage owners may not accept parties/group bookings please ask before booking. In Some cases a security deposit may be required.

11. **DISABLED PERSONS** Any properties which are suitable for the disabled will be stated in the cottage description.

12. **PETS** We must be notified if you are bringing your pet. (Not all cottages accept pets please look for the symbol) Pets only allowed on the understanding that they have their own bedding and are NOT allowed on any beds or furniture. They are not allowed in bedrooms and Should any .damage occur we reserve the right to charge for all damages or extra cleaning. Pets must NOT be left unattended in the property at any time. Any fouling in the garden areas must be cleaned up.

13. **VEHICLES** Your vehicles & accessories/contents are left entirely at your risk. We/cottage owner are not responsible for any loss or damage from or to any vehicle from any cause whatsoever.

14. **SHORTCOMINGS** Please check the house itineraries upon arrival and notify Dream Holidays or cottage owner of any missing items or anything not to your satisfaction immediately.

15. **PERSONAL HOLIDAY INSURANCE** You are strongly advised to take out your own Personal Holiday Insurance to cover any cancellations.

16. **CLEANLINESS** You the holidaymaker undertakes to keep the premises and all furniture, fixtures &

fittings, and effects in or on the premises in the same state of repair and condition as at the commencement of the holiday and also undertakes to leave the premises in the same cleanliness as it was found. Any breakages/damage must be compensated for.

17. ENTRY Should at any time during your stay should it be necessary for whatever reason for the owner/caretaker to be allowed access to the property this should be granted.

18. CHANGEOVER DAY SUPPLEMENT This charge applies at some cottages should you wish to start your holiday on an alternative day to the one stated on the calendar (if available) i.e. if changeover day is a Friday and you wish to start your holiday on a Saturday, please enquire.

19. PAY MONTHLY OPTION This is at the cottage owners discretion. All agreed monthly payments must be made on time, should this agreement be broken all the money will become due 6 weeks before the holiday. if you wish to take a payment break of up to 2 weeks – we must be notified in advance by writing and all payments must then be fully paid up 6 Weeks before the holiday date not 2 weeks. If the holiday is cancelled by you, all monies paid are non-refundable it is strongly recommended that travel insurance is taken out. Should the holiday be cancelled By us for any reason all monies paid will be refunded in full.

19. BROCHURE & WEBSITE ACCURACY We have taken care to ensure the accuracy at time of publication of our brochures & website information, however information & prices could have changed by the time you book, there could also be minor changes in property descriptions etc as owners are continuously Looking for ways to make improvements to their cottages. As we act only as agents we cannot accept any Responsibility for any inaccurate or incomplete/misleading information about any property or its services. We will do our best to notify you of any changes as soon as possible.