

1. Booking Terms & Conditions

Cottage Concierge Ltd (company registration number 5447126) registered office Daubeney Hall Farm, Sharrington, Norfolk NR24 2PQ ('CC'), trading as Glaven Valley Cottages, arranges short term holiday rentals of properties ('Properties') as agent for the owners ('Owners') of the Properties. The contract ('Contract') for renting the property you book (' Property') is between the Owners and you, the Client ('the Client'). The Contract will be entered into and become legally binding when CC issues the confirmation form to the Client and will be subject to all these Booking Terms & Conditions. The Client should check the confirmation carefully.

2. Payment

A deposit of 20% of the rental fee is payable if the booking is made more than 4 weeks before the start of the rental period. The balance shall be payable 6 weeks before the start of the rental period. Non-payment of the balance of the rental fee on or before the due date shall be construed as a cancellation of the Contract by the Client. For bookings made less than 4 weeks before the commencement of the rental period the total rental fee is payable at the time of booking. Payment can be made by cheque, card or bank transfer.

3. Booking Fee

Glaven Valley Cottages charge an administrative booking fee of £15.00 to accompany holiday reservations. This amount should be included in your initial deposit.

4. Breakages or Damage

All damage and breakages should be notified to CC before the end of the rental period. The cost of their repair/replacement and/or any additional cleaning costs are the legal responsibility of the Client. However, minor damage or breakages will not normally be charged.

5. Cancellation

5.1 Any cancellation of the Contract made by the Client for whatever reason shall be in writing and addressed to CC at the above address. If the Client cancels the Contract before the balance of the rental fee has been paid, the Client remains liable to pay the balance. If the Property is re-let for the whole or any part of the cancelled rental period, the Client shall be entitled (a) where the rental fee payable under the Contract has been paid in full, to a refund of an amount (not exceeding the rental fee paid under the Contract) equal to the rental fee received by the Owners on the re-letting of the Property less an administration charge of £20.00 plus VAT or (b) where the rental fee payable under the Contract has not been paid in full, to a refund to the extent that the amount paid under the Contract exceeds the amount of any shortfall between the amount received by the Owners on the re-letting and the amount of the rental fee payable under the Contract plus an administration charge of £20.00 plus VAT. CC strongly recommends that the Client takes out cancellation insurance.

5.2 If the Property becomes unavailable or unusable for any reason prior to the commencement of the rental period, CC will use reasonable endeavours to find a suitable alternative property failing which the Client will be reimbursed any sums paid under the Contract. In either case the Client will not have any further claims against CC or the Owners arising from the fact that the Property becomes unavailable or unusable.

6. Changes of Date

CC will consider a request from the Client to change the dates of a booking after confirmation has been issued. Agreement will be given subject to all of the following conditions being met (1) the Owners agree to the change (2) the request is received more than 8 weeks before the start of the rental period and(3) the Client pays an administration fee of £20.00 plus VAT.

7. Period of Rental

Rental periods commence, unless the Client is otherwise notified, at 4.00 pm on the day of arrival and terminate at 10.00 am on the day of departure.

8. Number of Persons Using the Property

The number of persons occupying the Property should not exceed the maximum number stipulated for the relevant Property in the advertising information without prior agreement from CC. CC reserves the right to refuse entry to the entire party if this condition is not observed. CC reserves the right to make additional charges.

9. Complaints

CC hopes that occupation of the Property is trouble free but, if the Client does have a complaint or problem during the rental period, the Client should contact CC immediately and CC will use reasonable endeavours to put the matter right as soon as possible. In the case of a serious problem, the complaint must be in writing. The Owners will not accept claims for compensation made after departure as it is no longer possible to investigate the problem and take remedial action.

Neither the Owners nor CC shall be liable for any invasion of pests, building work, noise or disruption from neighbouring properties, or the breakdown of appliances (although CC will take reasonable steps to ensure that any breakdown will be repaired as soon as reasonably possible).

10. Care of the Property

The Client shall take all reasonable and proper care of the Property and its furniture, pictures, fittings and other contents and shall leave them in the same state of repair and condition at the end of the rental period as at the beginning. The Client will ensure that the Property is left in a clean and tidy condition on departure. The Property must be securely locked at night and when left unoccupied and care must be taken not to expose the Property to any fire risk.

11. Pets

Where pets are permitted it is the hirers responsibility to ensure they are kept under control and supervision at all times. They must not be allowed on beds or furniture and under no circumstances must a pet be left alone inside a house at any time. Every effort must be made to minimise additional mess and any extra costs incurred as a result of pets will be charged to the security deposit.

12. Equipment

High chairs, cots, stair gates and other equipment may be made available at the Property at additional cost by prior arrangement with the Client. The Client is responsible for checking the condition and suitability of such equipment at the time of arrival and should immediately notify CC if the condition of any item is unsafe, unsatisfactory and/or unsuitable. CC does not accept any responsibility for any equipment made available pursuant to this condition.

13. Non-smoking

Smoking is not permitted inside the Property.

14. Return of Personal Items

CC will use reasonable endeavours to collect and return to the Client any items being left at the Property but reserves the right to make a charge for providing this service.

15. Descriptions and Information

Whilst every effort is made to ensure the accuracy of property details on the website, all statements are made in good faith and are for guidance only. CC and the Owners cannot be held responsible if changes have been made to a property or mistakes made in its description. CC does not warrant and is not responsible for the accuracy of any verbal information given or statements made by its servants or agents.

16. Right of Entry

CC and the Owners reserve the right of entry to the Property at all reasonable times (and immediately in the event of emergency) for purposes of inspection and to carry out maintenance or repairs.

17. Liability

17.1 CC acts as agent for the Owners and is not liable to the Client or any of the Client's party under or in connection with the Contract (except under condition 18.1) or for any acts or omissions of the Owners or its other agents or employees.

17.2 Subject to Condition 17.4, all warranties, conditions and any other terms implied by statute or common law are, to the extent permitted by law, excluded from the Contract.

17.3 Subject to Condition 17.4, the Owners and CC shall not be liable for any actual or alleged indirect or consequential loss howsoever arising or any other economic loss suffered by the Client or any member of the Client's party.

17.4 Nothing in these Booking Terms & Conditions shall limit or exclude the liability of the Owners or CC for death or personal injury resulting from their negligence.

17.5 Subject to Condition 17.4, the aggregate liability of the Owners and/or CC to the Client for breach of contract, misrepresentation, in tort or otherwise arising under or in connection with the Contract shall be limited to damages not exceeding the amount of the rental fee paid by the Client under the Contract.

17.6 Neither the Owner nor CC shall be liable for any delay or non-performance of their respective obligations under the Contract to the extent that such performance is prevented or delayed by an event beyond its reasonable control.

18. Data Protection

18.1 For the purposes of the Data Protection Act 1998, the Owners and CC are joint data controllers of all personal data provided by the Client to CC. The Owners agree that CC can process such personal data on their behalf for the purpose of any client booking.

18.2 The Owners and CC will comply with the provisions of the Data Protection Act 1998 for the purposes of processing any personal data.

19. Miscellaneous

If any provision in the Contract is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision shall, to the extent required, be deemed not to form part of the Contract and the validity and enforceability of the other provisions of the Contract shall not be affected.