

## **BOOKING INFORMATION**

The following information is provided for your assistance and safety, and we recommend that you read this information in conjunction with our Booking Terms and Conditions.

### **Travel insurance**

We strongly advise that you take out adequate travel insurance. In particular, access and availability can be affected by unforeseen circumstances, such as illness, adverse weather (including snow) or accidents, and events outside of the control of the owner, such as failure of public utilities, which can impact upon your stay and are not subject to refund or compensation.

### **Arriving, parking, and departing**

When you have paid for your holiday, you will be sent details of arrival and departure times, how to locate the property, where to park and how to access the property. Where a property has off-road parking space, this will be stated in the property description. If a property has on-road parking, please note that we cannot guarantee the availability of such parking.

### **Gardens**

Many properties have gardens or courtyards where you can enjoy peace and privacy. If you require an enclosed outdoor space suitable for children and pets, this will normally be stated in the property description, however, this does not guarantee that pets or children cannot find a way out. Some garden walls may be low enough in height that pets, or children may be able to jump or climb over them. If you are in any doubt, please check with us before you book. We do not recommend leaving children or pets unsupervised in the garden. Please keep all noise to a minimum after 10pm.

### **Sleeping arrangements, bed linen and towels**

Property descriptions show the "ideal" number that a property will sleep, based on a maximum of one or two guests in a room. If a property also shows a higher capacity (shown by, for example, "4+2"), this means extra guests can be accommodated in additional sleeping arrangements (for example, on a sofa bed). Under no circumstances may more than the maximum number of guests indicated occupy a property.

Infants who sleep in a cot do not count towards the occupancy figure, however, due to space restrictions, owners are entitled to limit the extent to which the occupancy limit can be exceeded by infants.

Bed linen and towels are provided at no extra charge at most properties, unless otherwise stated in the property's Key Features. Where a travel cot is provided at a property, this will not include cot linen (or cot pillows, blankets, or duvets).

### **Swimming Pools & Hot Tubs**

Please note that outdoor swimming pools are open from the date advertised on the property information page under the "points of note" tab. Please note that some swimming pools are not fenced in, and it is the responsibility of the holidaymaker to keep all party guests safe. Swimming pools/hot tubs may not be used between the hours of 22:00 and 9:00 unless otherwise stated. Day guests are not permitted to use pool facilities without prior consent from the owner. The use of accommodation and amenities, where offered, such as swimming pools, hot tubs, tennis courts or games rooms etc. is entirely at the user's risk, and no responsibility can be accepted for injury, or loss or damage to user's or visitor's belongings. Please follow rules and guidelines about usage that are shown at the property or communicated by the owner.

### **Special Occasions/ Extra Guests**

No party, event or gathering may take place at the property which exceeds the maximum agreed occupancy numbers for the property. No additional guests are permitted that are not named on the booking during the day or night.

It is also not permitted for any commercial enterprise or supplier of leisure activities to visit the property during your stay without the owner's consent e.g., a caterer, magician etc. Failure to adhere to this may result in additional charges. It is also not permitted for any alcohol to be sold on the premises without permission. Should any of these terms be breached the owner has the right to repossess the property without any compensation or refund due to you or your party.

### **Smoking**

You are not permitted to smoke inside any of Bolthole Retreats properties. If the Owner has reasonable cause to believe you have been smoking at the Property you will pay an administration fee of 1,000 GBP, which will be payable on demand, in addition to the cost of the remedy for any smoke related damage. You may smoke outside the Property if expressly authorised by the Owner and if cigarettes (or similar) are properly disposed of.

### **Cleaning**

All properties are cleaned between lets, so all you have to do when you get there is unpack and put the kettle on. Normally, there is no extra charge for cleaning, unless significant additional cleaning is required after you leave, or you do not leave the property and its contents as you found them. To assist the Owner or housekeeper, we kindly ask that you tidy the property before you leave, in particular washing dishes or using the dishwasher and emptying all rubbish into bin bags provided. Washing, drying, and ironing facilities are listed in the detailed inventory for each property.

### **Security deposits**

Where owners require a security deposit, the details will be provided to you at the time of booking. The security deposit is returned after the letting period, subject to an inspection of the property. For the avoidance of doubt, all guests are requested to leave the property in a reasonable condition, consistent with the property's appearance upon arrival. Any other specific conditions will be detailed in the Key Features section of the property. In the event that the Owners, or their appointed housekeepers, have to spend additional time tidying up after your departure, then the cost of this extra time may be deducted from your security deposit.

The security deposit is payable prior to arrival at the property, via a bank transfer or a valid debit or credit card.

### **Breakages and damage**

We accept and understand that accidents do happen, which can result in breakages or damage to the property or equipment within the property, however, we ask that you report any such accident, or any missing items, to ourselves, the Owner, or the housekeeper as soon as possible. Owners are entitled to charge you for the actual costs of any breakage or damage in or to the property, or the cost of replacing missing items.

Where towels and bed linen are provided, this is for your convenience and comfort, and we ask that you take special care when using them, so as not to damage or permanently stain them. The use of self-tanning lotion/fake tan is a particularly common example of something that causes permanent stains.

Please do not remove anything from the property. If you take something away by accident, you must notify us or the Owner immediately and return the item to the property at your own expense.

### **Minor incidents**

Our Owners work hard to ensure that everything is in good order at a property before your stay, however, it is possible that there may be minor incidents during your stay (for example, a light bulb failing or a fuse blowing). We ask for a degree of cooperation and application of common sense from you in order to resolve any issues that do occur during your stay (for example, replacing a broken light bulb with one of the spares). The Owner will work with you to try and resolve any issues that occur during your stay, however, neither we nor the Owner can guarantee that we can do so in good time and neither we nor the Owner can be held liable for any perceived or actual loss resulting in this failure.

### **Personal safety**

Please note that some properties have ponds or steep staircases etc., and it is the responsibility of the holidaymaker to always keep all guests in their party safe. We also have properties on working farms where there are hay and silage bales, these are out of bounds.

### **Fuel and utilities**

In most properties, there is no additional charge for electricity, gas, heating, water or other fuels, including logs for open fires. Where charges are made, this will be detailed in the property's Key Features.

In the event of a partial, intermittent, or major failure in the supply of a public utility, please report the issue to the Owner, or designated property manager, as soon as possible, so that they can report the problem to the appropriate utility company and attempt to seek a quick resolution. The supply of public utilities is beyond the control of the Owner or ourselves and, even after the issue has been reported to the appropriate utility company, a resolution may not be possible in a timely fashion. These events are classified as Force Majeure in this contract and are not subject to compensation. IT and other appliances

All properties (unless stated otherwise in the Key Features) have at least one television that receives terrestrial channels and therefore channels local to the relevant destination. Additional channels may

be available where satellite, Freeview or cable television is listed in the Key Features. The provision of any additional channels is a complimentary service and therefore, in the event of failure, owners will not be liable to make compensation payments.

Most properties have free wireless internet access, the availability of which is dependent on the supplier and cannot be guaranteed. Unless specifically stated, this is a complimentary service and therefore, in the event of failure, owners will not be liable to make compensation payments.

Some properties contain a telephone for guest use, and this will be stated in the property's Key Features. Where a non-coin operated phone is provided, there will usually be an honesty box available, for you to make a reasonable contribution towards the costs of any calls made. The Owner has the right to claim reimbursement from you if there is a material difference between the cost of any telephone calls made during your stay and any contribution you make.

### **Residential properties**

If you choose to holiday in an older property, remember that much of its character and charm is due to its age. Many of our properties are over 100 years old and were built before the days of dampproof courses and cavity insulation. Bear this in mind if you're planning to take elderly people or very young children on your holiday. Also, please remember that should traditional cottage features (steep stairs or low beams, for example) be a problem for any member of your party, please mention this when you book.

Please bear in mind that holiday cottages are normal residential homes and, from time to time, work

may occur near to the property, such as planned or unplanned road works, utility works, or building work on neighbouring properties. Please accept that these are normal occurrences, beyond the control of either the Owner or us, and, as they may happen without any prior warning, we ask that guests try to be understanding in such circumstances.

It is also worth remembering that because all the properties we market are privately owned, they are decorated and furnished according to the individual owners' tastes.

### **Pets**

Many of our property's welcome pets. We ask you to respect these few simple, common sense requests:

- Please keep your pets off the furniture.
- Please exercise your pets outside the garden.
- Please remove pet hairs from carpets before you leave.
- Please do not leave your pets unattended in the property or garden.
- Please clean up any residual mess, including in the garden.
- Please do not allow pets upstairs or in the bedrooms.

### **Special requirements**

We will do everything we can to help those in your party with special requirements, by suggesting properties that are especially suitable - just let us have all relevant information at the time of booking. Many of our properties have cots and highchairs, but please note these properties may not necessarily offer other infant equipment. Please check with us when booking.

If any guests in your party require easy walking or wheelchair access, please contact us and we will be happy to help you to choose a suitable property.

### **Gas appliances**

Gas appliances in UK properties, by law, must be installed and maintained by Gas Safe registered engineers and a copy of the service certificate is available at each property. If you have any doubts about the efficient operation of any gas appliance, particularly boilers or hot water heaters, in your property, please contact us, the Owner, or the housekeeper immediately.

As you would at home, please ensure that gas cookers and fires are turned off after use and, in particular, check this before you go to bed. When a gas fire is on, children should be supervised at all times.

### **Unreasonable Behaviour**

The owners of all properties can refuse to hand over their property if the unreasonable behaviour of anyone in your party is likely to cause offence to other guests, to members of staff or to neighbours, or if the owner has reasonable cause to believe you or any member of your party will cause damage or loss to the property, its services, or facilities. If you are at any time in breach of any of your obligations as the Guest you will not receive any refund and neither we, nor the owner, will have any further responsibility to you.

### **Customer satisfaction**

We are committed to providing quality holidays and we are always keen to get feedback from our guests, as your comments and suggestions provide valuable information on how we can further improve our services.

We work very hard with our Owners to ensure that you will have an enjoyable holiday. However, in the unlikely event that you are dissatisfied with your accommodation, then it is very important that you register this straight away with us, the Owner or the housekeeper and do not wait until you return home, when the chance of actively helping you has passed. Even if you think nothing could be

done to make your situation better, you must say something while you are on holiday. Please see our Booking Terms and Conditions for further information on our complaint's procedure