

## Heritage Mews in Stratford-upon-Avon Booking Terms and Conditions

**1. CONTRACT:** A contract between Kirsten Holst and Sarah Jelly, the Owners (referred to as “we” or “us”) of Heritage Mews in Stratford-upon-Avon (the property), and the Customer making the booking (referred to as “you” or “your”), exists when we issue our Booking Confirmation to you. The contract is subject to the terms and conditions herein.

**Please note:** When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only exist when your booking is subsequently confirmed in writing by us when we send you our Booking Confirmation by post or email.

**2. BOOKING and PAYMENT:** We require a completed Booking Form (an online booking form or a signed PDF booking form) and a deposit of £75 per week or part-week in order to confirm a booking. A booking request (made by telephone, email or online) is held provisionally for 5 days. We issue our Booking Confirmation on receipt of your Booking Form and deposit. The balance of the rental is due 8 WEEKS before the arrival date. If the total rental is not paid 8 weeks before arrival, we are entitled to treat this as a cancellation by you. For a booking made within 8 weeks of arrival, we do not hold the booking provisionally. We must receive a Booking Form and the total rental promptly to confirm the booking. We must be in receipt of the total rental as cleared funds before you can take possession of the property.

**3. CANCELLATION:** All bookings must comply with Government Covid-19 regulations.

**Covid Refund Guarantee for bookings made from 9 January 2021:** if \*you are unable to travel to take your holiday because of a national Covid lockdown imposed by the UK Government, or because you are put into a Tier where you are unable to travel, we will provide a full refund. \*Please note this applies only (1) to the person who makes the booking and his/her address given at the time of booking and (2) when the travel restriction coincides with the dates of your holiday. The refund guarantee does NOT cover you, or members of your party, for being unable to travel because you, or a member of your party, fall ill with Covid (or any other illness), or are required to quarantine or self-isolate. **We recommend you take out travel insurance to cover these events.**

If we cancel your booking for whatever reason, our liability is limited to refunding all monies received from you. If we have to terminate your holiday early for whatever reason, our liability is limited to refunding your payment in part, pro rata based on the number of nights remaining.

**4. OCCUPANCY:** This is a holiday letting and as such is exempt from security of tenure. ONLY NON-SMOKERS can occupy the property. Pets are not permitted at the property. You can check-in / access the property from 3pm on arrival day. You must vacate the property by 10am on departure day; failure to do so will entitle us to make an additional charge, unless we have given you our prior written consent to vacate at a later time. Maximum occupancy is three guests (adults and children). Only the guests named on your Booking Form and our Booking Confirmation are allowed in the property. Additional day-time visitors at the property may be allowed at our discretion and require our prior written consent. You must show due consideration to us and to third parties. If any Occupancy condition is not observed, we are entitled to refuse to allow you to take possession of the property or to repossess the property without notice and to make an additional charge. In these circumstances, we will not make a refund and will not have any liability to you as a result of this situation arising.

**5. LIABILITY:** We shall not be liable to you or to third parties for loss, damage or injury to persons or to any vehicle or effects brought onto the property.

**6. PROPERTY CARE:** You are responsible for the property. You and all members of your party shall take all reasonable care of the property and its contents. You must leave the property and its contents in the same state of cleanliness, general repair and order as you found them on arrival. We are entitled to make an additional charge for any extra cleaning required after your occupancy and for any consequential loss. If you, or a member of your party, cause any breakage or damage, you must report this to us at the time and reimburse us for the cost of replacement or repair and for any consequential loss. We are entitled to repossess the property without notice if we reasonably believe damage to the property or its contents has been caused, or is likely to be caused, by you or a member of your party. In these circumstances, we will not make a refund and will not have any liability to you as a result of this situation arising.

**7. MAINTENANCE:** In the event of any maintenance problem or malfunction of any appliance or equipment in the property, you must report this to us at the time, so that we can carry out repairs or maintenance. We (and our workmen) are entitled to enter the property at any reasonable time for maintenance or inspection.

**8. COMPLAINTS:** If you have cause for complaint, you should contact us immediately so that the matter can be resolved. Complaints not reported at the time and not during the rental period cannot be entertained or investigated later, after the end of the rental period.

**9. DATA PRIVACY:** We are committed to protecting and respecting your privacy. Heritage Mews is a member of Premier Cottages Ltd, a professional collective of independent luxury cottage owners. Premier Cottages promotes our properties on our behalf as well as other luxury cottages. As members of Premier Cottages we would like to give them your information so that they can contact you about quality properties that you might like. You can select this option on the Booking Form or Enquiry Form and may unsubscribe from this service at any time as detailed in our privacy policy.

23.02.21

## Heritage Mews self catering cottage, Stratford-upon-Avon

Heritage Mews, 42 New Street, Old Town, Stratford-upon-Avon, Warwickshire, CV37 6BX.

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### Booking Form for Heritage Mews in Stratford-upon-Avon

**CUSTOMER'S FULL NAME:** .....

**Home address:** .....

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**Postcode:** .....

**Telephone number:** ..... **Mobile:** .....

**Email address:** .....

**Dates of holiday:** Arrival date: ..... Departure date: .....

Check-in is from 3pm on the arrival date. The property must be vacated no later than 10am on the departure date.

**Number of nights:** .....

**Number of adults in party:** .....

**Names of other adult members of party: 2.** .....

**3.** .....

**Number of children in party:** ..... **Ages of children:** .....

Maximum occupancy is 3 guests (adults and children).

Please note – only the guests named on this booking form are allowed in the property during your stay.

**Total Rental: £**.....

**Deposit / Total Rental paid at the time of booking: £** .....

We accept payments in GB pounds / £ by cheque drawn on a UK bank (made payable to S & V Broke-Smith), by bank transfer or via a PayPal invoice.

**I confirm that I am over 18 years of age and have read and understood Heritage Mews Booking Terms and Conditions above and agree that I and all members of my party will abide by them.**

**Customer's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Please return this Booking Form with your payment to the owners of Heritage Mews:  
Kirsten Holst and Sarah Jelly, Restharrow, Church Street, Welford-on-Avon, Warwickshire. CV37 8EJ, England.

Phone – Kirsten: +44 (0)7749 659546 or Sarah: +44 (0)7872 909897

email: [enquiries@heritagemews.co.uk](mailto:enquiries@heritagemews.co.uk) or [sarahandkirsten@heritagemews.co.uk](mailto:sarahandkirsten@heritagemews.co.uk).

website: [www.heritagemews.co.uk](http://www.heritagemews.co.uk)

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