



3 TUDOR COTTAGES

LONG MELFORD

TERMS & CONDITIONS, 2020

You need to be over the age of 18 to make a booking for 3 Tudor Cottages.

The person named on the booking form accepts the terms and conditions on behalf of all members of the party booking.

Bookings made through the online booking system are provisional until confirmed by the owner.

If bookings are made within 6 weeks of the arrival date, the holiday price must be paid in full. For bookings made in excess of 6 weeks from the arrival date you must pay a booking deposit to secure the booking. The booking deposit will be 25% of the total. The balance will be payable 6 weeks prior to the arrival date. Please note if payment is not received as specified, the property will be available for hire to another party.

If the booking is made online the balance payment will automatically be taken from the original card used on the due date unless the card has expired or payment is refused, in which case the owner will contact you.

Once the balance payment has been taken you will be notified via email. If you wish us to use a different payment card please contact the owner before the due date.

There is a £25.00 fee for changing a booking that has already been confirmed. Excluding change of booking dates made within 6 weeks prior to arrival – then it is treated as a cancellation.

Cancellation by the Client

If a cancellation is requested more than 6 weeks in advance of the letting period, the balance of any monies paid, less the booking deposit, will be returned to you.

If a cancellation is requested within the 6 weeks prior to the letting period the owner will retain the booking deposit and will also reserve the right to retain the balance of the rental payment, should it not be possible to re-let the property.

The owner will always endeavour to re-let the property though and if successful will refund any monies paid less any charges/fees for additional advertising or discounting. You are strongly advised to arrange insurance cover against cancellation for any reason.

For booking across the Christmas and New Year periods the balance payment is due 8 weeks prior to the booking start date, if the booking is cancelled after the balance is due then 100% of the balance will be repaid dependent on the cottage being re-let, if the cottage remains unlet then no monies can be returned. During this period the deposit is forfeit.

Alterations and cancellation by the owner

Only in exceptional circumstances will the owner ever make any significant changes to a confirmed booking.