

## Our Bench – New Forest Accessible Holiday Cottages – Terms and Conditions

### Terms of Booking & Booking Deposit

By placing a booking with us (Our Bench Self Catering) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission. The number of persons using the accommodation at any time must not exceed eight (8). We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

We (the owner) reserve the right to refuse a booking without giving any reason.

To secure any booking we require a deposit to be paid, the deposit is £100 per week. Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within. The remaining balance must be paid at least 6 weeks prior to the start of your holiday.

An unconfirmed booking will only be held for 7 days.

Payments can be made online (stripe), by digital bank transfer, cheque or cash deposit. Any charges raised against us by our banks for handling dishonoured cheque's, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

### Check-in & Check-out

Bookings are from Friday to Friday, unless short breaks are available.

Holidays normally commence at **3pm** unless otherwise agreed and guests are required to vacate the apartment by **10am** on the day of departure. We request that you leave the cottage how you found it (bins emptied, dishes washed up and put away, oven clean etc). This allows the accommodation to be thoroughly cleaned and prepared for incoming guests. A late departure will automatically forfeit your breakage deposit.

We or our representatives reserve the right to enter the cottage at any time to undertake essential maintenance or for inspection purposes.

Full names and address of all guests wishing to stay must be listed on the booking form, and ages of any children. Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third party website, including the privacy of those details are explained and set out in our Privacy Policy.

[www.ourbench.co.uk](http://www.ourbench.co.uk) - +44 77510 64167

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### **Cancellation, Returned Deposit & Non-Arrival Conditions**

Your holiday booking is a legally binding contract.

Guest who need to cancel a booking should contact us as soon as possible, and confirm their decision in writing. Deposits already paid are only returned in accordance with the following conditions;

- Cancellation made 6 weeks or more in advance of arrival date = £100 Deposit Retained.
- Cancellation made 6 weeks or less of arrival date = No refund issued – Breakage deposit returned, unless we are able to relet.

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. To avoid any misunderstanding we recommend all guests insure against cancellation when they take out their holiday insurance.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

The £75.00 breakage retainer for each week booked is returned to you after your visit if the property is left clean and tidy and none of our terms and conditions have been breached.

### **During your stay**

This property is privately owned. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house. In the event that you notice damage in your accommodation please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you advise us before you leave or leave a note. The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, or grounds.

All inventory must remain in the property it was in at arrival and not be taken to another property.

Children under 18 must be supervised by their parents/guardians at all times. The wood burner in Garden Bench should not be alight with children present in the cottage.

We would like to remind you to lock the doors and close the windows when they leave your property unoccupied. The wood burner should be closed down on leaving the cottage.

You may in no circumstance re-let or sublet the property, even free of charge.

### **WiFi Fair & Appropriate Usage Policy**

The internet connection is available (at no extra cost) subject to technical availability, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests. The internet access provided is intended for general use such as access to the world wide web, email, messaging, [www.ourbench.co.uk](http://www.ourbench.co.uk) - +44 77510 64167

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social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is not prohibited and will be reported to local authorities.

### **Damages & Lost Property**

Whilst staying at the Cottages, we cannot be held responsible for any damage, loss, theft or accident to you, your belongings or vehicles.

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs / access cards will incur a replacement charge per key / fob / card lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the lead guest, otherwise collection can be arranged.

Accessibility Statement - we have provided an access statement which you can download and read. You will find it on our web site. Specialist equipment should not be used unless you have undertaken the appropriate training.

### **Smoking**

Smoking of any tobacco products including, but not limited to cigarettes, pipes, cigars, snuff or chewing tobacco, is only allowed in designated areas as sign posted throughout the accommodation and is in accordance with the Health Act 2006. We also ask you refrain from using E-Cigarettes.

### **Pets & Service Dogs**

We do not accept pets in two of our properties. They are welcome in "Garden Bench" subject to agreement of the additional terms and a fee of £100 per pet per week, and subject to additional conditions.

### **Our Right To Cancellation**

Your booking will not be cancelled by us except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

### **Privacy Policy**

Full names and address of all guests wishing to stay must be listed on the booking form, this information is stored in a paper form only – and is kept securely for at least 12 months.

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Any other information we hold on you is to enable us to communicate with you regarding your holiday booking, or to communicate with you about future offers and opportunities.

We may contact the lead guest from time to time via email of future offers, there is an option to unsubscribe. If you do not wish to hear from us, then please let us know. We promise not to disclose the information to any third party and to only retain your personal information for as long as it is necessary for us to do business.

We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.