

Benbow Pond Holiday Cottages

BOOKING FORM

| | | | |
|--|--|-----------------------|-------------|
| Name | | | |
| Address: (Credit Card) | | | |
| Daytime Telephone: | | | |
| Email address: | | | |
| Cottage required: (Oaters Wood, Broomhill, Highfield or Heathend) | Sofa bed? Linen £10 or bring your own | | |
| Number of People in Party: | Adults: | Children: Infants: | |
| Arrival Date: | The cottage will be available from 2pm on day of arrival | | |
| Departure Date: | Please vacate the cottage by 10am on day of departure | | |
| Cost: | £ | | |
| Extras: | High Chair | Cot | (no charge) |
| | Do you require any information on golf at Cowdray Park? | | Yes/No |
| | Do you require any groceries to be delivered? | | Yes/No |
| | Charge of £10 for groceries delivery, plus cost of goods. Please let us have a list at least one week before arrival. | | |
| Total: Deposit required: | £ £ Card no Start Security no Name on card: Cheques made payable to: Viscount Cowdray – Holiday Lettings a/c | | |
| Where did you hear about us? (please tick) | | | |
| Website <input type="checkbox"/> Recommendation <input type="checkbox"/> Publication <input type="checkbox"/> Other / (please specify) | | | |
| <u>DECLARATION</u> | | | |
| I declare that I am over 18 years of age and agree that this booking is made in accordance with the Terms of Letting which appear on the reverse of this form. | | | |
| I agree to be held responsible for payment of the balance due in respect of the property in accordance with the Terms of Letting. | | | |
| Signed: _____ Date : _____ | | | |

Terms of Letting

Pets

We accept pets in Heathend Cottage only, at an additional charge of £20. Guests are advised that they are responsible for clearing up after their pets, inside and outside of the cottage and any damage caused or additional cleaning required as a result of the animal, will be charged to the guest. Guide/hearing etc dogs permitted in all cottages.

Smoking No smoking is allowed in our properties as it is impossible to get rid of the tobacco between bookings.

Families and Children

These cottages are suitable for children under normal supervision. A high chair, cot and rubber undersheets are available at a small charge, please indicate on the booking form if you require these items. Linen is not available for cots and only children under the age of 24 months should occupy the cot.

Wireless Broadband Facility

Wireless Broadband is available in all four cottages free of charge. However, the Cowdray Estate is unable to offer any technical support relating to your computer. We also cannot be held responsible for any viruses or corruption incurred as a result of using this service.

Linen

The cost of linen is included in the rental price of each cottage. This will include pillows, sheets, duvets, a bath towel and hand towel. Bathmats and tea towels are also provided. Towels will not be provided for swimming or beach use.

Deposit

A booking for a holiday becomes firm when a deposit of one third of the holiday price together with a completed booking form is received by the Cowdray Estate. Up to that time it is a provisional booking, and these are held for up to 7 days. Payments must be made in £'s sterling.

VAT The holiday price includes VAT. Should the rate change, the Cowdray Estate reserves the right to alter the prices accordingly.

Final Payment

The full balance of the total holiday cost is payable not later than 4 weeks before the holiday begins. If the full balance is not paid on time, the Cowdray Estate reserves the right to cancel the booking, in which case the deposit will be forfeit. Should the booking be made less than four weeks before the holiday begins, the full amount will be payable at the time of the booking.

Cancellation

Should you need to cancel your holiday for any reason, your deposit will be retained. If you cancel less than 8 weeks prior to your holiday start date your deposit and balance payment will be retained.

Guest

The Guest is the person who signs the booking form, or the person making the booking.

Joint Bookings

In the case of two parties taking a holiday, the booking should be made in one name only – this person is responsible for all payments and any damages.

Loss of Property

The Cowdray Estate cannot be held responsible for loss or damage to any belongings, or for injury sustained by the Guest or members of their party during their stay at the cottage except to the extent that such injury or loss or damage to any belongings is caused as a result of any act, omission or breach of common law duty of care under the Occupiers Liability Act 1957 by the Cowdray Estate where such exclusion or limitation of liability is otherwise prohibited by law.

Right to Refuse

The Cowdray Estate reserves the right to refuse any booking and, in exceptional circumstances, to cancel, modify or alter arrangements made for the Guest. If a booking has to be cancelled, modified or altered in any way by the Estate, it will make every effort to offer an alternative holiday. If the Estate is not able to offer an alternative or the Guest does not accept the alternative offered, the Estate will return any monies paid but will not be liable for any direct, indirect, consequential or other loss caused by cancellation or alteration.

These terms also apply once a holiday is started but the Estate will make every effort to notify the Guest prior to commencement of the holiday.

Exceptional circumstances includes but is not restricted to any circumstances outside the Estate's control, including, with limitation, any act of God, government act, war, failure of telephone or electricity services, fire, flood, exploration, civil commotion or industrial dispute of any third party, disease or epidemic.

Accommodation Limitations

Accommodation is limited to the number of people for whom the booking is made and the maximum number in each cottage must not exceed that stated in the brochure.

Guest Obligations

The Guest undertakes to keep the premises and all the furniture, fixtures and effects in the same state of repair and condition as at the commencement of the booking period (reasonable wear and tear excepted) and shall pay to the Cowdray Estate the value of any part of the premises, furniture, fixtures, fittings and effects so destroyed or damaged as to be incapable of being restored to its previous condition. Breakages and damage must be reported as soon as possible.

Cleanliness

The Guest and members of their party are asked to leave the cottage clean and tidy. Cowdray Estate reserves the right to make a charge for extra cleaning if the cottage is not left in a satisfactory condition.

Occupation

The cottages are designed for family occupation, not for use of youth groups or other groups or student parties. Sleeping tents or motor vehicles adjacent to the cottages is not permitted. The Estate reserves the right to ask the Guest and their party to vacate the cottage at once without compensation if it is found to be misused. The Estate also reserves the right to enter the cottages at any reasonable time for any reasonable cause.

Complaints

Every care is taken to ensure that our cottages are presented to guests at a high standard. Should you find on arrival that there is a problem or cause to complain, please let us know immediately. The Estate will not make any refunds in respect of complaints made after the Guest's departure if the Guest did not make the problem or complaint known to the Estate during their stay.

We value your comments, please complete the Comments and Suggestions form in your cottage.

