



## TERMS AND CONDITIONS

- 1) The Roost ("the Property") is hired on the express understanding that the Property is for holiday use only and that no right to remain in the accommodation exists for the hirer or anyone in the hirer's party.
- 2) All reservations are contractually binding once confirmed in writing. Deposits must be received within one week of your making the reservation or we may re-advertise the availability on our website. The hirer is the person named as such on the written booking form and no-one else. The hirer must be 18 years old or older.
- 3) The balance of the hire must be paid 8 weeks before the arrival date, otherwise we reserve the right to treat the reservation as cancelled and re-advertise availability on our website.
- 4) Cancellations and alterations policy:
  - i) In the event that the booking has to be cancelled due to Covid-19 related illness or Government restrictions, a full refund will be offered. All other cancellations will be subject to points 4ii to 4vi below.
  - ii) In the event of a cancellation more than 8 weeks prior to arrival (ie following payment of the deposit and prior to payment of the balance), the Property will be re-advertised as available. If the Property is re-let, the deposit will be refunded in full less a £15 administration charge. If we are unable to re-let, the deposit is non-refundable.
  - iii) In the event of a cancellation less than 8 weeks prior to arrival (ie following payment of the balance), the Property will be re-advertised as available, which may need to include late availability discounts. If the Property is re-let, the balance will be refunded less the discounts of the re-let and a £15 administration charge. If the accommodation is re-let at the original advertised price, the balance will be paid in full less a £15 administration charge.
  - iv) In the event of a request for change of dates more than 8 weeks prior to arrival (ie following payment of the deposit and prior to payment of the balance), the booking will be transferred to the new date (subject to availability) and the deposit will be transferred in full, with no administration charge. If there is no availability on the requested changed dates, the policy in condition 4(ii) above applies, because this situation amounts to a late cancellation if we do not achieve a re-let.
  - v) In the event of a request for change of dates less than 8 weeks prior to arrival (ie following payment of the balance), the policy in condition 4(ii) above applies, because this situation amounts to a late cancellation if we do not achieve a re-let.
  - vi) If a hirer's holiday is cut short, for whatever reason, the hirer remains liable for the full amount already paid.
- 5) The number of persons using The Roost is not to exceed 4 adults/children, unless by prior arrangement with the owner. No inflatable or camp beds in the Property are allowed.
- 6) Unless otherwise agreed, The Roost is available from 3:00pm on arrival day until 10:30am on departure day.
- 7) Care of the Property. We undertake to make the Property available to the hirer in a clean and tidy state and to maintain services and facilities in a proper workable condition.
  - i) It is the hirer's responsibility to read and understand the contents of the Property Information Folder and to pay specific attention to those instructions for lighting and managing the wood burner. It is the hirer's responsibility to share those instructions with other members of their party.
  - ii) If there is a fault, or a problem occurs we will make best efforts to keep any delay or inconvenience to an absolute minimum while we rectify. Details of local assistance with any issues at the Property are in the Property Information Folder.
  - iii) The hirer and their party undertakes to take good care of the Property along with its contents and facilities.
  - iv) The hirer undertakes to inform the owner or caretaker immediately of any articles within or associated with the Property that have been damaged, lost or broken during their stay, and to reimburse for the cost of such articles. The owners of The Roost will contact the hirer within one week after departure regarding request for payment for any breakages and damage to the Property and the effects of damage to the property and its contents. The hirer is responsible for the care and insurance of their own personal effects.
  - v) The hirer and their party will ensure that the Property is vacated on time and the Property and grounds are left in a truly clean and tidy state.
  - vi) The owner reserves the right to request and receive, as a condition of the hirer's booking, a contingent damage payment (see 'Damage Deposit') from which to make deductions of payments required under clause 7, fully returnable to the hirer within five days of the hirer's vacating the property if no liability for damage has arisen. The current Damage Deposit amount is stated on the Booking Form.
  - vii) The Property is in a quiet village location. The hirer will ensure that all members of the hirer's party pay due respect to neighbouring property occupiers and will not cause nuisance or disturbance by noise, keeping late (or early hours) or allowing their vehicles to cause obstruction.
- 8) The owner and/or caretaker is allowed access to the Property at any reasonable time during your stay if deemed necessary.
- 9) The Roost reserves the right not to accept a booking without giving a reason, and to refuse entry if any of the booking conditions is not met.
- 10) The Roost is a strictly no smoking property.
- 11) Complaints. Our policy is to deal with complaints as soon as they arise, both promptly and in a positive manner. Should something go wrong, or you wish to give feedback or raise a complaint, please contact us immediately, since it is often difficult to investigate or deal with complaints once you have returned home. Therefore, regrettably, The Roost is unable to accept complaints or claims once a holiday is completed. This does not affect your legal rights.
- 12) The use of the Property and any facilities is entirely at the risk of the hirer and their party. No liability is accepted for loss, damage, sickness or injury, howsoever caused which may be sustained during the holiday to any member of the party, any car, its contents or any possessions of the party. The hirer is responsible for ensuring that their party are fully aware of all booking conditions and have appropriate holiday insurance in place. This does not exclude liability which cannot by law be excluded.
- 13) The owner's address for written contact is not the Property address. The contact address for the owner is the address of the owner, shown on the website and booking form. Payments by post and notices from the hirer with regard to the contract or booking will only be accepted at the owner's address.
- 14) The agreement formed of the website and terms and conditions, and concluded upon the owner's acceptance of the hirer's booking and deposit, is governed by English Law and the parties submit to the exclusive jurisdiction of the courts of England and Wales.

# COVID-19

1. We will follow guidelines which are changing regularly; if in doubt please refer to Government guidelines.
2. We will keep in touch with you about your booking in case Government advice / guidelines / best practice for holiday accommodation changes.
3. When you arrive at The Roost, be assured that the last housekeeper in there will have not only cleaned, but sanitised with professional products, with special emphasis on high touch surfaces.
4. Best practice is to remove unnecessary items, even if they looked pretty. We have left books and DVDs in place, please be aware however that these items are not sanitised by the housekeeping team.
5. The Roost information folders are removed to reduce 'touch' risks ; so we will help additionally with email and phone queries during your stay.
6. We have to request that our guests strip beds and put all used linen and towels in the blue laundry bag so as to avoid our housekeeping team having to come into contact with these items which would expose them to more airborne particles than is necessary.
7. It is really important that you vacate at the usual time of 10:30am on your last day. Our housekeeping team cannot enter the property until at least 3 hours after a guest has left and they will assume that you have left by this time, so your help with this would be greatly appreciated. This is also important to enable us to comply with the Government 'track and trace' requirements.
8. We rely on you to let us know about any COVID-19 related hazards you have spotted during your stay, to enable us to take precautions for our next guests. Please alert us to anything you think may be a potential hazard - whatever it might be. Together, we can take the relevant precautions.
9. If you or any party member displays Covid-type symptoms (even if undiagnosed) please advise us as soon as possible. This will affect our end-of-stay procedures. We will need to take extra precautions as you vacate and warn our housekeeping team. This is not a problem, but we need to know, to keep everyone safe.
10. We are working on the basis that all our guests will operate within government guidelines and act responsibly. Some near-neighbours of The Roost are in the shielding category and the village community is vigilant about visitors who they think are crossing acceptable boundaries.
11. Finally: Enjoy your stay! Remember, we will be at the end of the phone or email throughout your stay.

## **HM Government guidance for those staying in self-catered accommodation who have symptoms of COVID-19**

If a guest is displaying signs of the COVID-19 virus while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have COVID-19, they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.

Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest (and if appropriate their family) has finished the required self-isolation period and is no longer symptomatic, they should return to their main residence and continue to follow the government guidance on self-isolation, household isolation and social distancing.