BOOKING TERMS AND CONDITIONS WITH REGARD TO No’s 1,2,4,5,6,7,8 & 9 The Lily Pad, Nassington. No 9 Burghley Lane, Stamford.

September 2022

Please read these terms and conditions and then sign our acceptance form and return as a recognition that you have understood and agree to them.

I have highlighted areas which have recently changed with regards to Covid 19.

These T & C’s have been designed to be fair for all concerned from the owners to the hirers.

Holiday insurance taken out by hirers is now very strongly advised ( please refer to our cancellation policy ).

The contract entered into is between the owners of the accommodation and the hirer. The contract is only effective once the completed acceptance form and required payment has been received and written confirmation has been sent to the hirer. The contract is subject to English Law.

The owners of the accommodation reserves the right to decline bookings at their discretion.

On confirmation of booking 50% of total balance is due.

Balance – The balance of the total payment must be received by owners 4 weeks before commencement of the booking. We reserve the right to re let the accommodation if full payment is not received by the appropriate date. Bookings can be verbal (during telephone conversation) or email.

Cancellation – The hirer is advised to arrange holiday insurance to give protection in the event that the hirer is unable, for any reason, to take up the accommodation at the agreed time. We are a small business so cancellations can have a big impact on us. We do however appreciate that un foreseen circumstances, family emergencies, travel delays, vehicle breakdowns, these remain at your risk and do not give rise to the right to cancel or to receive a refund unless we are able to re let the property. At our discretion we will consider reduced charges based on a sliding scale.

Cancellations must be notified to us by email – [bookings@stamfordcottages.co.uk](mailto:bookings@stamfordcottages.co.uk) and once received in writing we will need to confirm cancellation request to effect cancelation

30 days plus cancellation before start of holiday = 10% total cost of booking value payable by guest

29 to 14 days cancellation before start of holiday = 75% total cost of booking value payable by guest.

14 days or less cancellation before start of holiday = 100% total cost of booking value payable by guest.

In all cases we will endeavour to re let the accommodation or at our discretion allow you to re book your stay for an alternative date, there may be additional fees associated with doing this depending on time of year and if like for like property available but as our booking service is bespoke we can be as helpful as possible and always aim to make your stay with us as convenient and as enjoyable as possible as the majority of our guests are regulars who return again and again.

If Covid 19 ( now recognised as known risk ) deems lockdown or tiered system in place that prevents us from being able to allow guests to stay at the time of their booking we will offer a refund of monies paid or allow guests to defer to new date within a reasonable time frame of a year. If the guest/hirer has Covid 19 and is unable to stay and has to self-isolate we will not offer a refund hence why holiday insurance taken out by hirer is imperitive.

Cancellation by the owners – In the very unlikely event of the accommodation becoming unavailable due to circumstances beyond our control, a complete refund will be paid including the deposit. The hirer will not as a result have any further claims against the owners. The owners if possible would offer alternative accommodation.

Occupancy – It is not permitted to exceed the maximum occupancy, stated on confirmation invoice and acceptance form at time of booking. The owners reserve the right to refuse or revoke any bookings from hirers that may in their opinion and their sole discretion be unsuitable for the property concerned.

Hirers undertakings – On booking the accommodation the hirer becomes responsible for all members of their party and you all agree to keep the accommodation clean and tidy, not to commit or allow any of your party to commit any act which breaks the law; not to use the accommodation for any commercial or illegal purpose; not to sublet the property as a whole or any part therof or otherwise allow anyone to stay whom we have not previously accepted and informed the owner of being part of the hirers party; not to behave in an anti social manner, breach the peace or otherwise act in a way which may disrupt, affect the enjoyment of or cause nuisance to any others particularly the occupants of neighbouring properties.

The owners reserve the right to regain possession of the property in the event of a major breach of these terms and conditions.The owners would not be liable to make a refund of any remaining portion of the hire terms paid.

The hirers must allow the owners and any representative of the owner ( including workmen ) access to the property at any reasonable time during the hirers occupation of the accommodation (except in cases of emergency or where a problem needs remedying quickly and the hirer cannot be contacted in time; in these situations the owner is entitled to enter the property at any time without giving hirer prior notice).

Liability – The owners accept no responsibility for any damage or injury caused by use of the accommodation and any amenities and such is at the hirers own risk. The owner cannot be held responsible for ( cannot accept liability for ) issues outside their reasonable control such as breakdowns of domestic appliances, plumbing, electrical problems, structural repairs, non-working wifi, poor TV reception, invasion of pests, infestations or damage caused by exceptional weather conditions, or by noise and disturbance resulting from nearby building works, noisy neighbours or local events.

No smoking – Smoking is not permitted inside any of the owners properties.

Pool area – If the pool area is unable to be used by guests/hirers then no refund will be offered.

Dogs – Well behaved dogs are allowed to stay at the property but dogs must not be left unattended in the property or garden ( if applicable ) at any during the hire period. Dogs are not allowed upstairs, on furniture or in any shared facility i.e. indoor pool and building. If you or any member of your party has a pet allergy, we cannot guarantee that dogs or other pets, have not stayed in your chosen property. Nor can we accept any responsibility for any subsequent health reaction. It is your responsibility to make specific enquiries before booking. Please remove any evidence left by your dog in the property and grounds. Please keep dogs on lead outside your accommodation at The Lily Pad.We also ask that your dog/s have been treated for fleas before check in.

Damage – All breakages and damage must be reported to owners immediately. The owners reserve the rights to charge for any non trivial damage however caused.

Bed linen and towels are provided. Bedding is not provided for travel cots. Towels must remain within the accommodation and not be used in the pool area. Guests must bring their own towels for pool use. We ask for all guests to strip all beds used in the accommodation at checkout and leave in kitchen area.

Refuse – It is the hirers responsibility to empty bins in the accommodation and put in correct wheelie bins situated at The Lily Pad. Hirers at No 9 Burghley Lane are required to leave rubbish securely tied in provided rubbish bags in the courtyard on check out.

Arrivals and departures – Check in from 3 pm or earlier if by prior arrangement and checkout is 10 am unless a later check out agreed at time of booking. The key safe code number will be given to hirers of No 9 Burghley Lane once balance is paid and acceptance form completed and returned. Key must be returned to key safe on check out and numbers scrambled. The doors to The Lily Pad accommodation are left unlocked on day of check in with the keys in the back of the door. Time of arrival should be communicated to the owners prior to arrival.

Return of personal belongings – In the event of items being left in the accommodation the owners will attempt to locate, collect and package and post the items back to hirers, but return cannot be guaranteed. There is an administrative charge of £10 plus postage costs.

Environmental considerations – During your stay please do turn off lights and electrical appliances when not required. At the end of your stay please make sure all lights are turned off and electrical appliances, turn down the heating thermostats to an economic level. Close all windows and all internal doors.

No guests/hirers must check in if they have had a positive Covid 19 test or have symptoms of Covid 19.

The owners to not accept any responsibility for loss or damage to the hirer’s property or for personal injury or damage to vehicles which are parked at the hirers own risk.

Any complaints or queries please do contact one of the team, details are included inside accommodation.

Enjoy your stay and we hope to welcome you back very soon.