

# **LANCOMBE COUNTRY COTTAGES & LODGES BOOKING TERMS & CONDITIONS**

## **GLOSSARY OF DEFINITIONS**

You/Your/Yourself – the person who has made the booking

We/Us – Folly Holidays Ltd t/a Lancombe Country Cottages

Writing/written – both letters and emails

Property – Accommodation at Lancombe Country Cottages

## **WHAT THESE TERMS COVER**

These are the terms and conditions on which we will supply holiday rentals to you. Please read these terms & conditions carefully before you book, as these terms tell you who we are, how to book, how you or we may change the contract, what to do if there is a problem and other important information about your booking with us.

## **WHO WE ARE**

We are Folly Holidays Ltd trading as Lancombe Country Cottages, this company is registered in England and Wales, under registration number: 8639345. Our registered office is: Lancombe Country Cottages, Higher Chilfrome, Nr. Dorchester, DT2 0HU. Our registered VAT number is: 194333400

## **HOW TO CONTACT US**

You can contact us by telephone on: 01300 320562 or by writing to us at [www.lancombe.co.uk](http://www.lancombe.co.uk) or Lancombe Country Cottages, Higher Chilfrome, Nr. Dorchester, DT2 0HU.

## **HOW WE MAY CONTACT YOU**

If we need to contact you we will do so by the stated preference provided to us on your booking request, this will be by either telephone or in writing.

## **BOOKINGS**

We reserve the right to accept or refuse any bookings with absolute discretion.

All bookings are accepted in good faith by us. However, in the unlikely event we or our agents have to cancel any booking previously confirmed, our liability will be limited to the return in full of any monies paid.

## **MAKING A BOOKING WITH US**

Booking requests may be made by telephone: 01300 320562 or by email: [info@lancombe.co.uk](mailto:info@lancombe.co.uk) or via our website [www.lancombe.co.uk](http://www.lancombe.co.uk)

At the time of booking we request details of all persons in the party, including names and ages at the time of booking. This is required by us for insurance purposes.

Your booking is complete once you have received confirmation of your booking in writing (Booking Confirmation). This is when your contract with us comes into effect.

The contract is with Folly Holidays t/a Lancombe Country Cottages and you, the person who has made the booking. You are responsible for agreeing to all the booking conditions on behalf of all the other people included in the booking. You must be over 21 years old and a member of the party who will be occupying the property.

If we are unable to accept your booking request we will inform you of this in writing and we will not charge you for the booking.

## **PAYMENTS**

A deposit of a quarter of the rental is payable upon booking. This is a non-refundable deposit. The balance of the rental is payable 28 days prior to arrival, this includes any cautionary deposit charges. For bookings made less than 28 days in advance, the total amount is payable upon booking.

We are not responsible for issuing reminders for the balance payment of the holiday, and non-receipt of the balance payment by the due date, may be seen as a cancellation by yourself.

If payment is made by cheque, please note that the booking will not be confirmed until the cheque has been cleared.

## **METHODS OF PAYMENT**

Payments can be made through our secure online booking system. Alternatively they can be made by most credit or debit cards, BACs or cheque. Please note cheques must be payable to us, from a UK Bank only and post-dated cheques are not accepted.

Any charges raised against us for handling dishonoured cheques, bank transfers or any other payments will be passed on to you and you are liable to reimburse us within seven days of receipt of notification.

## **YOUR RIGHTS TO MAKE CHANGES TO A BOOKING**

If you wish to make a change to a booking already in place please contact us immediately and we will do our best to accommodate this change if we are able to. Agreement of changes are at the absolute discretion of Lancombe Country Cottages.

If a change is possible, we will at this point inform you of any changes to the price, timing of the booking or anything else that would be necessary as a result of your requested change.

## **DURATION OF HOLIDAY**

The maximum period of one booking cannot exceed 28 nights.

## **OUR RIGHTS TO MAKE CHANGES TO A BOOKING**

Minor changes may be necessary, for example to conform to new regulatory or legislative requirements or to implement minor technical adjustments.

More substantial changes to the booking and these terms or the non-availability of the property may arise beyond our control. If the property is not available on the date booked or is not available due to it becoming unsuitable for holiday letting, all rent and charges paid by you will be refunded in full if we are unable to find alternative accommodation to meet your requirements.

## **CANCELLATIONS**

### **Within 14 calendar days of confirmation.**

You may cancel a booking within 14 days of booking confirmation, if such booking is made at least 10 weeks in advance. Cancellations made within this time frame should be made in writing and emailed to [info@lancombe.co.uk](mailto:info@lancombe.co.uk) or posted recorded delivery to Lancombe Country Cottages, Higher Chilfrome, Nr. Dorchester, DT2 0HU. Once received, any deposit payment will be refunded within 14 days. Cancellations cannot be made after the start date of the holiday.

### **Cancellations made more than 14 days after confirmation.**

Once a booking is confirmed, i.e. the deposit has been paid, the booking accepted and 14 days have passed, you are responsible for the total cost of the holiday as shown on the Booking Confirmation. We therefore strongly recommend that you take out holiday cancellation insurance.

## **NUMBER OF GUESTS IN ACCOMODATION**

The maximum number of guests (not including cots) permitted in each accommodation must not exceed the number stated when booking. We reserve the right to decline accommodation to any additional occupants that exceed the maximum occupancy of that property.

We accept no liability for any accident, injury, loss or damage sustained by any resident, their family, visitors, animals, vehicle or personal effects however caused.

## **BREAKAGES & DAMAGES**

Your payment details will be held for a Cautionary Deposit, which is chargeable for any damage or breakages which may occur. Accidental damages or breakages of a minor nature will not normally be charged. We respectfully ask that you inform us prior to departing if any breakages or damages has occurred. If no breakages or damages occur, the Cautionary Deposit will not be charged to your account.

The Cautionary Deposit will be stated along with the amount of the holiday rental charge and we shall be entitled to charge an additional amount if the Cautionary Deposit does not fully cover the cost to remedy any damage caused.

## **OUR OBLIGATIONS**

The properties may vary slightly from the pictures on the website as these are used for illustrative purposes only. However, this will largely be due to any upgrading or decorating that has been undertaken over time.

Whilst we have taken all reasonable steps to ensure the information contained in our tariff, website, leaflets, brochures and advertisements, or other promotional material are accurate, the services, facilities and amenities may be altered, differ or be withdrawn. However, we will notify you if there are any changes that may alter your experience, for example alteration of a facility that would have impacted you making your booking at Lancombe Country Cottages during the period of your booking.

The provision of your holiday booking is based on the information provided by you. You are responsible for ensuring this information is accurate and up to date.

We are responsible to you for any foreseeable loss or damage caused by us. If we fail to comply with these terms, we are also responsible for any loss or damage you suffer that is as a foreseeable result of us breaking this contract, with our failure to use reasonable care and skill. We are not responsible for any loss or damage that is not foreseeable by us. This is from the point of it being in our knowledge when you made the booking and also throughout the duration of your stay.

We are not responsible for any loss or damage incurred by negligence acts or behaviour on your part.

We do not exclude or limit our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence, or negligence caused by our employees, sub-contractors, or for fraudulent misrepresentation.

## **YOUR OBLIGATIONS**

On booking you agree:

To vacate the property by 10am on the day of departure

To pay any losses or damages to the property, caused by you or a member of your party. This excludes general wear and tear caused over time or minor damages. This will be determined at our discretion.

To report any discrepancies or concerns regarding inventory to us before departure.

To take good care to leave the property in a clean and tidy condition and the end of your holiday. If for any reason we are dissatisfied with the condition of the property upon your departure, we may exclude any future bookings from you, application of the Cautionary Deposit, and an additional cleaning charge if necessary.

Not to sell or transfer any booking made without express written consent from us.

Not to exceed the total number of people as stated in the property description.

Not to use a cot for any child over the age of 2 years.

To respect the privacy and wellbeing of guests in adjoining properties and not to cause annoyance or be a nuisance. Complaints from adjoining or nearby occupants about your behaviour may result in us asking you to leave the property immediately without refund.

To take care when using linen with such products as hair dye, henna tattoos, waterproof make up and sun cream, as a charge may be levied to replace these items.

To ensure that all personal items have been removed from the property on departure. A charge of £5 will apply for any returns requested. The cost of postage for the item returned will be added to this cost and returns will not be made unless the correct payment is made in advance.

## **PRICE CHANGES**

The price you pay is fixed at the time of booking, and will not increase or decrease once your deposit has been paid.

We reserve the right to amend prices quoted in published information at any time in published documentation or online.

We reserve the right to offer last minute deals and offers for late availability, and other discounts throughout the year. Once you have booked and paid a deposit you will not be eligible for such offers retrospectively if they were not available at the time of booking.

## **COMPLAINTS**

Any complaints must be made known to us immediately. No complaints will be entertained at the end of the rental period or after you have departed. All complaints are dealt with very seriously by us, and we will do our utmost to remedy at the time they become known to us.

## **PETS**

A maximum number of two pets are allowed per property. For our Shepherd Huts, the maximum is one small pet, for safety purposes. There is an additional charge of £10 per pet per let, which is payable upon the time of booking.

Pets are not allowed in the bedrooms and must not be left alone in the accommodation. As this can cause distress for the dog, noise disturbance and damage to the property.

It is your responsibility to clean up after your pets around the complex. Adequate bins are provided to use around the site.

Pets must be kept under control and on a lead within the site at all times.

## **DAY VISITORS**

Day visitors are welcome, please ask us if they wish to use the facilities to ensure our other guests are not inconvenienced.

## **TOWELS/LINEN**

Linen is provided in all accommodation i.e. sheets and duvet covers. Towels are also provided (one bath/one hand towel per person). However, we do ask that you bring your own towels for the pool or the beach.

## **COTS & HIGH CHAIRS**

Travel cots, nappy bins, changing mats and high chairs are provided. Travel cots are for children under 2 years of age only. We can also provide stair gates, night lights and baby baths and bed guards by prior arrangement. Cot bedding is not provided.

## **BICYCLES**

We cannot be held responsible for damage or theft to vehicles or bicycles left on the property.

## **ARRIVAL & DEPARTURE**

Bookings are from 4pm (Easter – October) and 3pm (November – Easter) on the day of arrival to 10am on the day of departure. Timing on winter bookings and short breaks is flexible by prior arrangement only.

## **VAT**

All our prices quoted are inclusive of VAT

## **HOW WE MAY USE YOUR PERSONAL INFORMATION**

We will use your personal information for the purposes of taking, administering and honouring a booking. This includes your name, date of birth, postal address and other mediums in which we may contact you. We will also collect your payment details.

This information will also be used to keep you up to date with any offers, news or information that we think may be of interest to you. If you do not wish your information to be used for these purposes, please email us at: [info@lancombe.co.uk](mailto:info@lancombe.co.uk) or in writing to our registered address.

## **IMPORTANT NOTICE**

Lancombe Country Cottages has excellent leisure facilities, including an Heated Indoor Swimming Pool and Sauna, Hot Tub (Broad Lodge), Games Room, Spa rooms, outdoor play area and two brick built barbecues.

All these areas (aside from the Spa Room) are unattended by our staff, therefore we recommend that children under the age of 16 using the swimming pool should be supervised by an adult in the pool at all times. We ask that parents ensure that infants wear aqua nappies

whilst using the pool. Guests should not swim alone, after consuming alcohol and those with medical conditions should consult their GP before using the leisure facilities.

All leisure facilities are used at your own risk.

The owners will not accept any responsibility for injury or accidents however caused.

**PLEASE NOTE:**

All properties are no-smoking, as required by law. If there is evidence of smoking in the property there will be an immediate £100 fine to cover costs for a deep clean in order to eradicate traces for future guests.

All properties must be vacated by 10am on the day of departure, or an additional hourly charge will be applied.

Folly Holidays trading as Lancombe Country Cottages, Higher Chilfrome, Nr. Dorchester, Dorset, DT2 0HU.

Company Number 8639345.