

## **BOOKING CONDITIONS - Villas 25-29 | 76-80**

Please read these conditions carefully. When you book your holiday with us you are entering into a binding contract. These booking and letting conditions apply to all bookings made in respect of Waterside Village. These conditions form part of a contract between the person making the booking and the owner of the property, **Cornell Holiday Lets**. On making the booking you have accepted the terms of these conditions. Your contract with the company will exist as soon as the booking confirmation has been issued, on receipt of the deposit.

**1. DEPOSITS** - Booking a holiday villa at Waterside Village will only be accepted with a booking deposit of 25% or £50.00, whichever is greater, of the total hire charge. The booking deposit forms part of the total hire charge and is non-returnable, although it can be transferred to an alternative date. The balance of the total hire charge, less the booking deposit, must be paid at least 6 weeks before the start of your holiday. For bookings made within 6 weeks of your holiday start date, you are required to pay the full balance at the time of booking. Cheques should be made payable to **Cornell Holiday Lets** and sent to **Unit 6 Rougham Industrial Estate, Bury St Edmunds Suffolk IP30 9ND**.

**Breakages deposit** is required of £50 per stay and is payable with the final balance of the holiday. It will be returned within 14 days of the holiday departure date providing the villas is left in the same condition as it was found and the key is in the key safe.

We reserve the right to correct errors in advertised prices. We will advise you of any errors at the time of booking. We also reserve the right to correct errors in confirmed prices. In this case, we will contact you as soon as we become aware of the error. If the correct price is higher and you do not wish to pay this, you will be entitled to cancel and receive a full refund of all monies you have paid to us providing you notify us within 14 days of our advising you of the error. If a holiday crosses over two price periods, the day on which you start your holiday determines the price you pay.

**2. CANCELLATIONS AND CHANGES BY YOU** - In the event of a cancellation, notice should be given in writing and sent to **Cornell Holiday Lets** at the above address. Provided the cancellation is not less than 6 weeks before the start date of the holiday, only the deposit will be forfeited. If the notice is less than 6 weeks of the start date of the holiday, but the accommodation is re-let, only the deposit will be forfeited, otherwise you will be liable to pay the total cost of the booking.

Once a booking has been confirmed and confirmation sent to you, should you require us to amend it or to re-invoice you for any reason (including for example accidental loss of the original invoice) an administration fee of £25 may be charged. Up to 8 weeks before the holiday start date you may change your accommodation to another one within the same calendar year, subject to availability and payment of an administration fee of £25 and any outstanding difference in price. You may transfer your booking to someone else/another party (introduced by you) at any time, provided you pay the administration fee of £25 and any outstanding balance. **Note:** Bookings may not be transferred to other parties after we have received notification of cancellation.

**3. CANCELLATIONS AND CHANGES BY US** - Very occasionally, in circumstances beyond our control, for example, any event over which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation, which cannot reasonably be remedied to a satisfactory standard before the start of your holiday, through fire, flood, explosion, storm or other weather damage, break-in, criminal damage or any similar event beyond our control. Such circumstances also include riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

If we have to cancel your booking we will inform you as soon as possible, offer you an alternative or a full refund. We regret we cannot pay any compensation or meet any expenses or costs you may incur as a result of any such cancellation or change.

**4. RESERVATIONS** - Your booking is subject to the accommodation being available when the completed booking form and deposit is received. **Cornell Holiday Lets** will not accept any bookings from anyone less than 21 years of age. The organiser or leader of a group or party booking is responsible for providing the party details. Should you arrive with such a group without notifying us of the required details, you will be asked to pay a security deposit of £250.00 in cash Parties of under 21's or Hen and Stag parties are accepted but a deposit of £250.00 will be required to be paid when the balance is due. This will be returned within 21 days of the holiday finishing. To ensure the accommodation and location booked is suitable for visitors with a disability, it is essential that all booking requests, from parties including people with special needs, give us full and clear details of those needs. We also require confirmation as to whether or not the disabled visitor will be accompanied on their holiday by an individual able to attend to all their requirements. Special requests for adjacent properties cannot be guaranteed, but every effort will be made to

satisfy them. You must check your hire invoice and booking acceptance, as well as all other documents we send you carefully as soon as you receive them. If any information appearing on any document appears to be inaccurate in any way, you must immediately inform **Cornell Holiday Lets**.

## **LETTING CONDITIONS**

Our holiday cottages are available from 3.30pm on the day of arrival until 10.00am on the day of departure. Weekly holidays begin and run from Friday to Friday except School summer holidays then it is Saturday to Saturday. Short breaks are also available from Friday to Monday and Monday to Friday. During our peak period July – September, we only accept weekly bookings. However, short breaks are subject to availability during this period. All bank holidays and half term weeks throughout the year are also weekly bookings only. However, short breaks are subject to availability.

**5. LIABILITY** - Whilst staying at Waterside Park, the person who made the booking is responsible for all persons in the group who will use the accommodation during the period booked. You are responsible for all losses and damages arising directly or indirectly to your accommodation or any other accommodation on the Park and its contents, from any act or default by yourself or any person or animal accompanying you and your group.

**6. PARK LIABILITY** – Tingdene the owners of Waterside Village accepts liability for any injury, loss or damage by the negligence of the company or its employees. However, in no circumstances shall the company or its employees accept liability for any injury, loss or damage caused by your negligent acts, or of any others staying at Waterside Village.

**7. OCCUPANTS** - The number of persons staying in the accommodation must not exceed the capacity of the accommodation as advertised by us. Babies under the age of 2 may not be counted as members of the group. We reserve the right to demand additional payment from individuals or parties, if any details on the booking form have changed on arrival, or admission to the Park may be refused. You are welcome to have friends and / or family visit throughout the day. To ensure the quiet enjoyment of the Park, guests are required to keep the noise to a minimum.

**8. SMOKING** - Smoking is **not** permitted in the villas at any time. You may smoke outside on the decking and please use the ash trays provided.

**9. PARKING** - The Park has designated parking spaces; you are allocated one vehicle per villa booked. Your vehicle and their accessories and contents are left entirely at your own risk. We will not be responsible for any loss or damage from or to any vehicle from any cause whatsoever other than, in the case of the negligence of our employees or agents. Parking on the grass is not permitted.

**10. ARRIVAL** - The usual check in time is 3.30 pm on the day of arrival. This is to give us time to prepare your accommodation to the high standard of cleanliness we strive for. The key to your holiday villa is in a key safe beside the front door of your villa and the key safe code will be on your booking confirmation. Please note if you arriving in the dark a torch would be handy to see the code

**11. LINEN AND TOWELS** - Bed linen is provided for all villas. Towels are provided for Superior plus villas and available at an extra charge of £3 per towel.

**12. DEPARTURE** - You are required to vacate your holiday villa by 10.00 am on the day of your departure, leaving the villa clean and tidy as you found it. All refuse must be disposed of accordingly in the designated bin areas on the Park.

**13. ACTIVITIES AND FACILITIES** – The Park reserve the right to alter or withdraw amenities or facilities or any activities without prior notice where reasonably necessary due to repairs, maintenance, weather conditions and circumstances beyond our control.

**14. UNREASONABLE BEHAVIOUR** - We reserve the right to terminate a holiday after the keys have been handed over, if the unreasonable behaviour of anyone in the holiday party is likely to impair the enjoyment, comfort or health of other guests or members of staff. In these circumstances no refund will be given.

Waterside Park reserves the right to require you or any members of the group to leave the Park where such persons breach the terms of these conditions.

**15. RULES** All occupants of the villas are to abide by Waterside Village Park Rules.

**16. PETS** - Dogs are permitted on the Park and in designated holiday villas booked for your use. Dogs must be supervised at all times by an adult, kept on leads, must not be left unattended inside or outside the cottage at any time and any fouling must be cleaned up. We reserve the right to require the owner of any dog considered a nuisance, or affecting the comfort of other guests, to be removed from the Park.

In the interest of visitor's safety and following government legislation, we are sorry we are unable to accept the following types of dog: American Pit Bull Terrier, Japanese Tosa, Fila Brasileiro and Dogo Argentino, even where these types of dog are muzzled as required by government legislation.