

# MULGRAVE

## — ESTATE —

### **CONTRACT**

Clients booking via our online reservation system will receive an automatically generated email acknowledgment to the email address provided in the booking form. A Contract between the Owner (Mulgrave Estate) and the Client shall only arise when the Owner has received payment of the Deposit or payment in full and the booking has been confirmed in writing by post or email.

Where bookings are taken over the telephone, a Contract is formed between the Owner and the Client once the Deposit or full payment has been received by the Owner. The Owner will confirm in writing via a letter of confirmation sent to the Client by post or email.

Please note you are occupying the property under licence.

### **DEPOSIT**

A non-refundable deposit of 25 per cent (25%) of the cost of the booking is payable to secure a Holiday Cottage booking (min £100). Upon receipt by the Owner a letter or e-mail will be sent to the Client as confirmation of the booking.

We recommend that all guests consider taking out a travel insurance policy, which may provide cover in the event of a cancellation.

### **FINAL PAYMENT**

The final balance payable for the Holiday (Final Payment) is due no later than six (6) weeks prior to commencement of the Holiday. No further reminders will be sent. It is the responsibility of the Client to ensure that the Final Payment is paid by the due date as set out in the Holiday Confirmation. If the commencement of the Holiday falls within six (6) weeks of the booking, full payment at the time of booking is required.

### **COVID-19**

Any booking unable to go ahead due to Covid- 19 Government restrictions, monies paid will be refunded or alternative dates offered, subject to availability.

### **VAT**

All prices quoted are inclusive of VAT where applicable.

### **BOOKINGS AND PAYMENT**

When you submit a booking via our online booking system, the booking is provisional until confirmed in writing by letter or e-mail.

The Client will pay the Deposit to the Owner within seven (7) days. If the Deposit is not received within this time, the Owner has the right to cancel this reservation.

Upon receipt of the Deposit, the Owner will issue a Holiday Confirmation to complete the booking.

The Client will make the final payment no later than six (6) weeks prior to commencement of the Holiday.

Payment can be made by debit or credit card, bank transfer or cheque. Bank transfers should be made to the Marquis of Normanby Estate, Sort Code: 20-75-92 Account No: 10669849. Cheques should be made payable to Mulgrave Estate.

All payments must be made in GB Pounds Sterling.

### **BOOKING DETAILS**

Upon receipt of the Holiday Confirmation from the Owner, the Client should check all the details carefully. Any errors MUST be notified to the Owner within seven (7) days. No changes may be made after this time.

### **CANCELLATION BY THE CLIENT**

If the Client wishes to cancel the Holiday, the Client should notify the Owner in writing. If the Holiday falls within the time whereby the Final Payment is due, the Client is immediately liable for such payment.

The Owner will attempt to re-let the property at no discount and if successful, no Final Payment will be required from the Client.

Notwithstanding the above, the Deposit is non-refundable.

### **OTHER CANCELLATIONS**

In the unlikely event that the Owner has to cancel the Holiday for whatever reason, the Owner will refund any payments made by the Client in full. The Owner is not liable for any further claims.

### **ARRIVAL AND DEPARTURE TIMES**

Access to the Property will be permitted at 4pm on the date of arrival. The Client must vacate the Property on the departure date by 9am. Sorry, no exceptions.

### **PETS**

Dogs are accepted by arrangement with the Owner at the time of booking. There is a maximum of two (2) dogs allowed in the Property. Dogs are charged at a rate of £35.00 per dog, per Property, per week. Any excess cleaning required after departure will be charged to the Client.

The Client is liable for all damage caused by his/her dogs. The Client should remove all traces, inside and out, from the Property of dog occupation before final departure. The Client must not allow dogs

on beds or furniture within the Property and dogs must not be left alone in the Property.

### **BREAKAGES**

The Client is responsible for any breakages during the Holiday. Any breakages MUST be reported to the Owner. Such breakages will be paid for by the Client.

### **LINENS**

All bed linen and towels are provided by the Owner.

### **RESPONSIBILITIES OF THE CLIENT**

During the Holiday, the Client must ensure the following:

1. That the number occupying the Property will not exceed the number stated on the Holiday confirmation.
2. The Property is used solely for the purpose of a Holiday.
3. That due consideration is shown to others (to include, but not be limited to, refraining from abuse of the Property and/or offensive or rude behaviour to the Owner, his Representatives or any other third parties such as neighbours).
4. To allow if reasonably required the Owner access to the Property during the Holiday.
5. To keep the Property, and all items such as furniture, utensils, equipment, fixtures and fittings in or on the Property in the same state of repair and condition as at the commencement of the Holiday and to ensure the same state of order upon vacating the Property.
6. To report any breakages or damage caused by the Client and to reimburse the Owner with the cost of replacement.
7. The Client must not allow any other person access to the Property other than those persons in the Client's party.

### **AVAILABILITY OF PROPERTY**

The Property will be available to the Client after 5pm on the day of arrival and must be vacated by 9am on the day of departure.

### **LIABILITY**

The Owner accepts no liability for the Client's personal possessions during the Holiday.

### **INSURANCE**

The Owner advises the Client to ensure adequate personal insurance is in effect prior to commencement of the Holiday.

### **COMPLAINTS**

All complaints must be received in writing by the Owner as soon as possible for resolution and in any event within 28 days of the end of the Holiday.