

1 Definitions In these conditions the "Agents" shall mean "Let's Roll Cottages" acting as agents on behalf of the property owners, "The Owners", in letting to the holiday maker ("The Customer").

2 Customers must agree to take good care of their holiday home, to leave it clean & tidy & as they found it. This is the main condition of acceptance of any booking.

3 Good Housekeeping Deposit All new Customers will be levied a deposit of £50 per week or short break which is refunded after departure after a satisfactory inspection by the Owners, their representative or the Agents. The lead name on the booking form is held responsible for the behaviour of the party and for the condition in which the property is left at the end of the stay.

4 Holidays In order that properties can be thoroughly inspected between lets, holidays commence at 4.00 pm on arrival day and terminate at 10.00 am on departure day.

5 Bookings

a) Bookings are accepted on the understanding that you have read the description on the website or in the brochure.

b) The Agents offer holidays based on accommodation only. We do not offer package holidays.

c) Bookings are held for a maximum of 7 days pending receipt of a non-returnable deposit of 1 / 3 of the hire charge plus £15 of the good housekeeping deposit. Card payments are processed on the day the booking is made.

d) The balance of the hire charge and good housekeeping deposit is due six weeks before the commencement of the holiday. If we do not receive your balance by that date we will assume that you have cancelled your booking and will seek to re-let the property. You will be held responsible for the balance of the hire charge due.

e) Once a booking is confirmed by ourselves in writing or by e-mail a contract is deemed to be formed via ourselves as Agents, between the Customer and the Owner.

f) If you book within 7 weeks of your holiday then the whole hire charge is required.

6 Occupancy Each property is offered only on the understanding that no more than the maximum number of people as indicated in the brochure shall use it. The maximum number of people includes babies and children. The Agents or the Owners reserve the right to refuse entry to the whole party if this condition is not observed. The property is occupied strictly for holiday use only. The Customer has no right to remain in the property or to allow any person accompanying them to remain in the property.

7 Payment We accept all major Credit and Debit cards except American Express, cheques must be drawn on a UK Bank.

8 Visit Britain Ratings All our properties are inspected and graded by Visit Britain.

9 Linen Bed and Kitchen linen is provided, and towels can be hired if required.

10 Fuel Electricity and Oil are included in the rental, Coal & Logs may be charged as an extra as described in the brochure entry.

11 Liability No liability is accepted in respect of loss or damage to the Customer or any member of their party, their baggage, car or contents resulting from riot, war, strikes, adverse weather conditions or sickness or for loss or damage by a third party. This does not exclude liability for the actions of employees, agents or subcontractors of ourselves or the Owners.

12 Complaints If it is felt that there are reasonable grounds for complaint about your holiday home we must be contacted immediately so that appropriate action can be taken during your stay. No such matters can be dealt with after completion of your holiday.

13 Access The Owners, their representative or the Agents shall be allowed access to the holiday accommodation at any reasonable time for essential maintenance or annual Visit Britain inspection. Wherever possible this would be by prior arrangement.

14 Cancellation Insurance & Cancellation Cancellation Insurance is not compulsory but we strongly recommend such insurance cover. We can provide an application form for a policy with Chester Insurance Services. Should cancellation be made which does not qualify under the terms of the Customers own insurance policy or one obtained from Chester Insurance Services then the hire charge is due in full. We will seek to re-let the property on your behalf at the best possible price but not necessarily at the advertised brochure price and if successful would normally return the balance of the hire charge to you less the non refundable deposit. If the property remains un-let the Customer is due to pay in full. The Agents reserve the right to pursue this claim on behalf of the Owners plus any legal costs incurred..

15 Cancellation by Ourselves In the unlikely event that your holiday accommodation becomes unavailable due to reasons beyond our control we will use our best endeavour to find a suitable alternative property, or failing which all monies paid will be returned in full and we shall not be under any other liability.

16 Lost Property We regret that we cannot accept responsibility for any lost property left behind at the end of your stay.

17 Representation Whilst every effort is made to ensure the accuracy of the information given either orally or written and all such representations are made in good faith, no such representations will create any liability on the part of the Agents or the Owners.

18 Stag and Hen Parties We do not accept bookings from Stag or Hen Parties.

19 Statutory Rights These conditions do not affect your statutory rights as a consumer.

20 Pets There are no pets allowed in the property

21 Smoking We operate a no smoking policy. There is no smoking allowed in the property