

Casa Corinium

Booking Terms and Conditions

Any reference to "us" or "we" in these Booking Conditions refers to Margaret and Simon Smith. References to "you" and "your" are references to the person making the booking and all members of the holiday party.

Your Booking

You must be 18 years of age or over when booking the accommodation. Your booking is made as a consumer and your acknowledgement that no liability can be accepted for any business losses suffered or incurred by you.

We enter a contract with you when written confirmation of your booking is sent to you. This contract is subject to these Booking Conditions. We have a right to refuse any booking prior to the issue of our written confirmation, and if we do this we will inform you in writing and if necessary return the deposit.

When your confirmation is received, the details must be checked carefully and we must be informed of any errors immediately.

Payment

For bookings made more than 8 weeks prior to your arrival a 20% non-refundable deposit is required in order to secure a booking. The final balance is due 8 weeks prior to your arrival and an invoice will be sent to you in advance.

For bookings made less than 8 weeks prior to your arrival payment will be required in full.

All prices include the provision of bedding, towels, gas and electricity (reasonable user) excluding air conditioning which is payable locally.

All payments to be made by cheque and written out to **Margaret Smith** and sent to her at the following address -

**The Grange
Driffield
Cirencester GL7 5PY**

Cancellations or changes to your reservation

We would not expect to make changes to your reservation, but should a problem occur we will contact you as soon as possible, explain to you what has happened and try to rearrange the booking. If we have to cancel the original booking we will of course refund any money that you have paid to us.

We regret we cannot accept liability for any further or consequential losses caused by changes or cancellation. You should ensure that you are adequately insured against such eventuality.

We will not be liable for changes, cancellations or any other effect on your holiday which is due to event(s) beyond our control (force majeure).

Death, personal injury or loss of property

We shall have no liability to you for the death or personal injury to you or any members of your party unless this results from our act or our omission. Children should be monitored at all times due to the swimming pool and terrain. The swimming pool does not have depth markings and you should not dive into the swimming pool.

You must take all necessary steps to safeguard your personal property. No liability to you is accepted in respect to or loss of such property, except in the case where loss or damage is caused by our negligence.

Changes or cancellations made by you

We may have to treat requests for changes to dates as the cancellation of one reservation and the booking of another. In such cases cancellation charges may be incurred, which may be as much as the total cost of the reservation.

If you have to cancel your reservation you must telephone us immediately and then confirm the cancellation in writing. The day that we receive telephone notification is the date on which the booking is cancelled. The cancellation charges are shown in the table below.

Number of days before arrival date that the notification of cancellation was received	Amount Payable
More than 56 days	Full deposit
29 -56 days	50% of the cost of the holiday
15 - 28 days	80% of the cost of the holiday
0 - 14 days	total cost of the holiday

If any payment in relation to the reservation is not paid by the appropriate date, we can treat the reservation as cancelled by you. We normally contact you to remind you before this happens.

Your Accommodation

You can arrive at Casa Corinium after **4.00 p.m.** on the start date of your holiday and you must leave by **10.00 a.m.** on the last day. Keys shall be collected from our representative at the villa. If your arrival is delayed please try to advise us accordingly so that if necessary we can make alternative arrangements for key collection. If you fail to do so you may not be able to gain immediate access to the accommodation.

You agree to keep the accommodation clean and tidy and leave the accommodation in a similar condition. You are responsible for the actual costs of any breakages or damage in or on the accommodation. A security deposit of €400 in cash is payable on arrival to our local representative as an indemnity against any damage to the property or its contents. The deposit is held by us as stakeholder. Your liability is not limited to the amount of the security deposit and you should ensure that you are adequately insured. The security deposit, less applicable deductions if any, will be returned to you by our local representative prior to your departure.

We are entitled to refuse to hand over to you or repossess the accommodation if we believe that damage is likely to be caused by you or your party or if damage has already been caused. This will be treated as a cancellation by you and the above charges will apply.

You cannot allow people to stay in Casa Corinium that were not stated in your reservation form. We do not allow animals on the property nor is smoking permitted indoors. The above action can be taken if any of these events occur.

You must allow us or our local representative access to Casa Corinium at all reasonable times during your stay if we have any such concerns.

Complaints

We hope that you have an enjoyable and memorable holiday. If however, you have cause for complaint we are anxious that remedial action is taken as swiftly as possible. Please contact our local representative immediately if any problem arises so that it can be quickly resolved. In particular problems regarding services cannot possibly be investigated unless the complaint is registered whilst you are in residence.

If you are not satisfied with the solution offered you should contact us by phone within 48 hours and on your return from your holiday you must detail the complaint in writing not later than 28 days from the departure date shown your booking confirmation.

Jurisdiction

These terms and conditions and the contract to which they apply are governed in all respects by English Law and the English Courts only shall have jurisdiction in relation to them.