

Lemore Manor
Eardisley
Herefordshire
HR3 6LR

The Client

The client is the person making the booking and who shall remain responsible for the conditions.

The Contract

This contract is made between Lemore Manor and the **Client**. All bookings made are subject to the conditions herein.

Payment:

Payment must be made by cheque payable to “Lemore Manor” and posted to the address (Lemore Manor, Eardisley, Herefordshire, HR3 6LR). Credit/debit card payments can be made with a 2.5% charge for each transaction.

Deposit:

A deposit equal to one third of the total cost of the accommodation is required to secure any booking, except where the first day of the Client’s holiday is less than 8 weeks (56 days) away, in which case full payment should be made.

Balance of payment:

The balance is due 8 weeks prior to arrival. Bookings made within 15 days of the first day of hire, may be paid with cash upon arrival, and a valid credit or debit card details will be held as security. In the event of failure to pay the rental charge in full in cash upon arrival, the full balance of rental charges shall be debited from the card held in accordance with the payment and cancellation conditions herein.

Cautionary deposit:

Prior to arrival, the sum of £500 will be required from the client or his party, which will be put into a holding account as security against damages or breakages during the period of hire. This will be refunded within 14 days of your return less any costs incurred. Payment can be made either by cheque, bank transfer or credit card. (2.5% charge for each transaction)

Confirmation of booking:

A confirmed booking will be made upon the Client’s verbal or written instructions with required dates, or receipt of payment by cheque. A confirmation letter in respect of that booking will then be forwarded by post from Lemore Manor. Any error in these details should be notified to us within 3 working days of receipt. Any balance of charges not received by us on or before the due date will be treated as a cancellation of the contract by the client.

Cancellation:

Any cancellations by the Client must be made in writing and should be sent by recorded delivery. The date from which the cancellation applies will be the date on which the cancellation notice is received by us.

Charges:

Should the Client need to cancel a confirmed booking for any reason, the following cancellation charges will apply. Clients failing to arrive within 24 hours of the first day of hire and having omitted to inform us of their delay shall be considered to have cancelled their booking and the standard cancellation charges shall apply.

Number of days notice prior to first day of hire	Cancellation amount payable
Over 56 days	Full deposit i.e. one third of total holiday cost (30%)
29 – 56 days	50% of total holiday cost
15 – 28 day	75% of total holiday cost
0 – 14 days	Total cost of holiday

We strongly recommend that clients take out appropriate holiday and travel insurance , including cancellation cover.

Linen:

Bed linen is usually included in the price quoted unless alternative arrangements have been made with the client and the owners. Towel sets are included in the total price. Whilst 1 cot and 1 high chair are available at no extra charge, clients must provide their own cot linen and bedding.

Period of hire:

The hire period commences at 5pm on the first day of hire and terminates at 10am on the last day of hire (Sundays at 3pm). Any significant delay in arrival should be notified to us in order that arrangements can be made for entry into the accommodation. We reserve the right to make a charge equivalent to one night's rental where there is a delay in excess of 2 hours in the Client vacating the property on the last day of hire.

Property Care:

The Client and his party shall take all reasonable care of the property and its furnishings and effects and agrees to leave the property in the same condition of cleanliness and tidiness as at the commencement of hire. Alternatively, you can opt for our cleaning service at the end of your stay at just £120, taking note that this is only a contribution towards the cost of cleaning and unless you leave the property in the condition as found on your arrival, you should opt for this extra at the time of booking. Any exceptional cleaning costs may be charged to the client at cost.

Damage:

In the event of breakages or damage to the property and /or its contents caused by the Client or any member of his party, full payment is required for the actual cost of replacement or repair. This payment will be taken from the cautionary deposit.

Pets:

Pets are not permitted in the accommodation. Guide dogs for the blind may be accommodated subject to notification being given to us at the time of booking.

Smoking:

As a courtesy to all guests, smoking is not permitted within the property. Any infringement of this policy will incur costs such as; cleaning of soft furnishings, carpets or replacement of damaged items.

Occupancy:

The number of guests occupying the property must not exceed the maximum number stipulated by us. Should this condition not be observed, the Company reserves the right to refuse entry to any or all guests within the party.

Non-availability of property:

If, for any reason beyond the owner's control (e.g. fire, flood damage to the property) the property is not available on the date booked, every effort will be made to find acceptable alternative accommodation. In the event that this is not possible all rent and other charges paid in advance by the client will be refunded in full, but the applicant shall have no further claim against the owners or our agent. We cannot be held responsible for "acts of God" that prevent the client from travelling to the property (e.g. Flooding in local area).

Complaints:

Any complaints should be notified promptly in person, either to us or to our representatives in our absence, and we shall, at all times endeavour to deal with any complaint promptly. Should the nature of the complaint be serious, written notifications should be posted to the company within seven days of the last day of hire.

Liability:

Margaret and Ben Owen, our employees and representatives shall not be liable to the Client or third parties for loss or damage to persons or property howsoever arising.

Right of entry:

For the undertaking of necessary repairs, maintenance or inspections, we have the right of entry to the property at all reasonable times. Prior notice will be given to the Client wherever possible and privacy will be respected at all times.

We reserve the right to terminate a booking any time that these conditions are not kept in full.

I hereby agree to comply with the Terms and Conditions as stated above.

Signed (Client) _____

Date: _____

Print Name _____

Signed by Margaret/Ben Owen _____

Date: _____

Vat registration number: 896849927