

Booking Policy

By making a booking to stay with us you agree to accept the following **Booking Terms and Conditions of Stay**.

Booking Terms

Bookings

1. Bookings are made when we have confirmed your reservation and received an agreed payment as a deposit. Payment should be by an accepted credit or debit card via our website.
2. Persons making the booking must be over the age of 21.
3. Bookings made via Air BnB under their Booking Terms will be subject to our Conditions of Stay.

Payments

1. A deposit of £100 is payable at the time of the booking (non refundable).
2. The balance is payable **4 weeks** prior to the holiday commencement date.
3. The full cost of the stay is due at time of booking if this is made within **4 weeks** of the holiday.
4. The full balance must be received by the due date or the holiday will be cancelled.
5. The price includes linen, towels, energy, water, heating and car parking.
6. You may be subject to additional charges in the event of breaches of these Booking Terms and Conditions of Stay.

Availability

1. In the event that we need to close the holiday let for whatever reason prior to your arrival we will help you find alternative accommodation of a similar standard and offer you a holiday deferment or a credit note or a full refund.
2. If we need to close the holiday let during your stay, we will help you find alternative accommodation and will refund you the pro-rata rate for the period remaining.
3. We will not be liable for any other costs whatsoever arising from this action.

Arrival and departure

1. Check-in times are from 3pm; check-out time is before 11.00.
2. A late check-out for whatever reason, unless previously agreed, will be subject to an extra charge if this affects the servicing of the property or the arriving guest.
3. It is normally acceptable to pack up and leave your car here until 3pm latest and enjoy the rest of your final day; but this must be agreed with us.
4. In the event you may not be able to vacate the property and we agree you can stay, you will be liable for the full costs of the normal booking periods for the property and you will indemnify us for losses arising from claims from guests with bookings for the property that need to be cancelled or amended.

Cancellations and Amendments

1. To amend or cancel your booking, call us on 07811 479747
2. If we are forced into lockdown again, we will offer a change of dates.
3. Guests are strongly advised to take out holiday cancellation insurance. Cancellation charges are as follows:
4. The deposit of £100 is non refundable.
5. If you cancel your booking before 10 weeks we will refund any payments made, less the non-refundable deposit.
6. If you wish to amend your booking before 10 weeks we will normally allow deferment within 12 months of the original booking date, subject to availability and any price change. Any payments made will be held as part payment for that stay.
7. If you cancel or amend your confirmed booking within 10 weeks of the arrival date we will try and re-let the accommodation. If we are able to re-let the property at full tariff we may refund the rental less the deposit.
8. If you cancel within 4 weeks of the arrival date, no refund will be made. Whatever the outcome we will normally charge for any losses arising from the cancellation up to the full value of the original booking.
9. Bookings through Air BnB will be subject to their cancellation conditions.

Our right to terminate your stay

1. We reserve the right to terminate your stay without being liable for any refund or compensation where you engage in what we consider as unacceptable behaviour that causes a disturbance or nuisance to us, or to our neighbours ; or if you breach any Booking Conditions or Conditions of Stay.

Liability

1. Other than for death or personal injury caused by our negligence or misrepresentation, our total liability to you is limited to the value of the booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will we be responsible for any indirect or special damages.
2. We do not accept liability for any accident or loss from your car while on our premises, or the loss of valuables while left in the property.
3. We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond our reasonable control.
4. You are responsible for any damage or loss caused to us or our property by your act, omission, default or neglect and you agree to indemnify us and to pay us on demand the amount reasonably required to make good or remedy any such damage or loss. For clarification this includes damage other than normal wear and tear and also includes damage to mattresses and any extra cleaning due to failure to comply with the Conditions of Stay.

Conditions of Stay

These conditions of stay are applicable to all guests, whether the booking is made direct with us or through Air BnB

General Conditions

The following conditions of stay are to enhance the comfort and wellbeing of all our guests.

1. The number of guests is restricted to the number stated on the booking form.
2. Apart from a baby in a cot, no additional guests are permitted overnight without prior arrangement.
3. There is STRICTLY no smoking while inside the holiday let. We will terminate your booking without notice and without being liable for any

refund or compensation and we will charge a special cleaning surcharge of £100 if you smoke while you are inside or there is a smell of smoke inside the property on your departure.

4. Barbecues are not permitted on the wooden decking.
5. Pets are not accepted at the holiday let.
6. The holiday let must be left reasonably clean and tidy.
7. General waste and recycling bins are provided by the rear entrance. These are emptied on alternate Thursday mornings.
8. Any breakages or damage should be reported at the earliest possible time. Guests are required to pay for any breakages, damage or additional cleaning. Guests may be charged for any damage or loss discovered after their departure
9. There is parking for 2-3 small/medium sized cars parked considerately at the rear of the property.
10. The Holiday Let shall not be used for any illegal or immoral purpose.

Special conditions relating to Corona Virus

During the period of Government special measures relating to regulating the spread of Corona Virus the following conditions of staying with us will apply to all guests, until we deem it appropriate to vary, based on Government guidance.

1. All guests must confirm to us, immediately prior to arrival that they:
 - Are not exhibiting symptoms of Covid-19
 - Have not been tested positive for Covid-19 within the last 14 days
 - Are not self-isolating for symptomatic reasons
 - Have not been knowingly in contact with a person who has been tested positive for Covid-19 during the previous 14 days
 - A credit note will be issued to cover the cost of the original booking valid for 12 months, if you provide us with evidence of:
 - you have had a positive virus test result or
 - you have other documented evidence that you were instructed not to travel by the NHS or Government and
 - you do not have travel insurance to cover a cancellation;
 - We will not be liable for any other costs or claims whatsoever from these actions.

2. All guests will immediately inform us and return home to self-isolate if, during their stay:
 - They exhibit symptoms of Covid-19 or
 - They test positive for Covid-19 or
 - They are informed that they have been in contact with a person who has tested positive for Covid-19 either informally or via the NHS Track and Trace system
 - In an exceptional circumstance and with our agreement only, guests who cannot immediately return home and request to stay in the holiday let to self-isolate will be responsible for all normal charges and costs for the duration and any loss of income incurred by us. They must also comply with the following:
 - All guests must stay in their property and not visit any public spaces
 - Guests must use local food delivery services only and advise them of their condition.
 - All communications and checkout must be remote
 - There will be no property servicing or repairs unless in an emergency
 - Rubbish must be placed outside the front door at a prearranged time
 - There must be no outside visitors to the property other than medical personnel.
 - Guests must remotely contact us prior to checking out to provide an update on their condition.
 - If the fire alarm sounds, normal evacuation procedures must be followed.
 - We will not be liable for any costs or claims whatsoever arising from any of these actions.

3. All guests must inform us if, within 14 days of their return home:
 - They exhibit symptoms of Covid-19 or
 - They test positive for Covid-19 or
 - They are informed that they have been in contact with a person who has tested positive for Covid-19 either informally or via the NHS Track and Trace system

4. In the event that we have a confirmed or suspected case of Covid-19 in the holiday let then a special cleaning regime will be initiated after those guests leave. This may affect the arrival date of the next guests.
 - Under these circumstances we may defer, at our discretion, the start date of your stay by up to typically (but not limited to) 24 hours to initiate a special cleaning regime to ensure we minimise the risk to you.
 - We will refund pro-rata for any nights lost from your holiday.
 - In the event that you will lose a reasonably substantial part of your stay then we will offer a credit note valid for one year for a stay on an alternative available date.
 - We will not be liable for any other costs or claims whatsoever arising from these actions.

Facebook competitions

1. The promoter is Self Catering Stratford
2. The competition is open to residents of the United Kingdom aged 18 years or over except employees of Self Catering Stratford and their close relatives and anyone otherwise connected with the organisation or judging of the competition. There is no entry fee and no purchase necessary to enter this competition.
3. By entering this competition, an entrant is indicating his/her agreement to be bound by these terms and conditions.
4. We have the right to allow more than one entry per competition at times. We will notify specifically in the post if this is the case
5. Closing date for entry will be stated in the post of the Facebook page. After this date, the no further entries to the competition will be permitted.
6. No responsibility can be accepted for entries not received for whatever reason.
7. The rules of the competition and how to enter are clearly stated in the Facebook post. Entrants need to **Like** the post only. To be entered into the competition you are not expected to like the Facebook page, share the post, comment or tag a friend. People can, of course, perform any of those social actions, but do so by their own will.
8. If the prize is for a stay, the winner will be required to pay a **£100 damage deposit** 7 days prior to their stay. This will be refunded in full,

assuming no damage is made to the property, within 7 days of departure.

9. The promoter reserves the right to cancel or amend the competition and these terms and conditions without notice in the event of a catastrophe, war, civil or military disturbance, act of God or any actual or anticipated breach of any applicable law or regulation or any other event outside of the promoter's control. Any changes to the competition will be notified to entrants as soon as possible by the promoter.
10. The promoter is not responsible for inaccurate prize details supplied to any entrant by any third party connected with this competition.
11. The prize will be clearly stated in the Facebook Post and will be subject to availability
12. The prize is as stated and no cash or other alternatives will be offered. The prizes are not transferable. Prizes are subject to availability and we reserve the right to substitute any prize with another of equivalent value without giving notice.
13. Winners will be chosen at random
14. The winner will be notified via private message on Facebook and within 28 days of the closing date. If the winner cannot be contacted or does not claim the prize within 14 days of notification, we reserve the right to withdraw the prize from the winner and pick a replacement winner.
15. The promoter will notify the winner when and where the prize can be collected.
16. The promoter's decision in respect of all matters to do with the competition will be final and no correspondence will be entered into.
17. The competition and these terms and conditions will be governed by English law and any disputes will be subject to the exclusive jurisdiction of the courts of England.
18. The winner agrees to the use of his/her name and image in any publicity material, as well as their entry. Any personal data relating to the winner or any other entrants will be used solely in accordance with current [UK] data protection legislation and will not be disclosed to a third party without the entrant's prior consent. For our full privacy policy, go to our website
19. The winner's name will be available via our Facebook page
20. Entry into the competition will be deemed as acceptance of these terms and conditions.

21. This promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook, Twitter or any other Social Network. You are providing your information to Self Catering Stratford and not to any other party. The information provided will be used in conjunction with the following Privacy Policy found at <https://www.selfcateringstratford.co.uk/privacy-policy>