

MOLE END HOLIDAY COTTAGE.

Terms and conditions.

To enquire about Prices ,Availability and to book Mole End please phone Mrs Hale on:  
01789 450881 or E-mail us at [liz.willowtreefarm@gmail.com](mailto:liz.willowtreefarm@gmail.com)  
and we will reserve Mole End For you.

Please complete, sign and return the attached booking form together with a cheque or transfer via internet banking  
On Booking a deposit of 25% of the holiday value payable to:  
Mrs E.J.Hale at Willow Tree Farm, Admington lane, Admington,  
Shipston-on-stour, Warwickshire, CV36 4JJ  
Within 3 days of the booking being placed.

We will confirm your booking in writing as soon as your booking form and cheque/internet payment have been processed.

The contract will be between the owner, Mrs E J Hale and the person making the booking and all members of the party. UK Law will govern the contract. The contract is not effective until the deposit has been processed.

The balance will be due 8 weeks before the start of your holiday WITHOUT A REMINDER FROM US. We reserve the right to declare the contract void, the deposit forfeit and to re-let Mole End should the balance not have been received within the due time.

If the start date of your holiday is less than 8 weeks away then full payment will be required on booking.

Holiday Cancellation insurance is not included in the rental therefor (NB Covid is now a known risk and can be insured against) we strongly advise that you take out your own insurance, should you have to cancel your booking a refund will only be made as set out below:

No. of days' notice prior to the start of Of the rental period booked:	The cost you will incur to cancel your booking:
1-28 days	100% of the rental fee
29-56 days	50% of the rental fee
57 days or more	the full deposit

We must be notified of cancellation in writing prior to the commencement date of the booking for a refund to be possible.

Force Majeure: The owner shall not be liable for any delay or non-performance of their obligations under the contract to the extent that the contract is interrupted by any act or omission beyond its reasonable control. The owner will, as soon as it is reasonably practicable upon their becoming aware of the same notify you.

\*The period of let will be from 4 pm on the day of arrival to 10am on the day of departure unless otherwise agreed. \*

Keys are collected from Willow Tree Farm (Next Door) on arrival and handed back to Mrs Hale prior to departure. The main house adjoins Mole End.

Please phone Mrs Hale at least 48hrs before arrival to arrange key collection.

The contract defers on you a right to occupy Mole End for a holiday only and not an "assured tenancy".

The applicant must be over 18 years old and personally stay at Mole End throughout the holiday and is solely responsible for the whole party.

Assignees and sub-tenants are strictly prohibited. No more than the agreed number of people may stay at Mole End.

The property must not be used for any dangerous, illegal or immoral activities or carry there any act that may be a nuisance to the owner or other neighbours.

No smoking is allowed, this also includes the use of e-cigarettes.

E.V. Charging: The properties electric supply does not support EV charging, for Health and safety reasons and to prevent fire risk domestic chargers are not permitted at Mole End, we don't have on-site charging facilities at the property so you will need to make your own arrangements for EV charging. The closest charge points are in Stratford Upon Avon and can be found in an online search.

Please ensure that you take all reasonable care in the use of Mole End and its contents including the security of the property. You must report any damages, losses or breakages as soon as they occur. We reserve the right to charge for all repairs, losses or replacements necessitated by any negligent act or omission of any of your party, guests or invitees.

\*You are requested to leave Mole End clean and tidy; an additional charge may be made for cleaning the accommodation if it is not left in a satisfactory condition. \*

The web site/ brochure is as accurate as possible but cannot be warranted, nor do the descriptions form any contract. We reserve the right to alter or improve any of the subjects without notice.

Should we have to cancel your holiday for any reason an immediate refund will be made of all monies paid by you to us for the accommodation booked. No further financial claims will be considered.

As far as the law allows, we take no responsibility for loss, damage or injury to you or any of your party as a consequence of this agreement or the occupancy following thereon.

You will indemnify us against loss, damage or injury sustained to the property or persons as a result of any breach of these conditions or arising from the fault of you or any member of your party.

The proprietors reserve the right to enter Mole End at any reasonable time.

Every effort has been made to ensure that you have an enjoyable holiday. If, however, you have cause for complaint, we are anxious that remedial action is taken as quickly as possible. It is essential you contact the Mrs Hale so that any problems can be speedily resolved. If, following this, you are still not satisfied, we would ask that you put your complaint in writing and send it to Mrs E.J.Hale at the above address.

**NB YOUR SIGNATURE ON THE BOOKING FORM CONFIRMS ACCEPTANCE OF THESE CONDITIONS, PLEASE ENSURE THAT YOU READ THEM CAREFULLY BEFORE MAKING YOUR BOOKING\*.**

