

TWO HOOTS HOLIDAY COTTAGE  
BOOKING FORM

Please print out this form, complete, sign, email, scan, or post with your deposit (or full payment) to: Rutland Cottages Online, The Eaves, Nook Lane, Empingham, Oakham, Rutland LE15 8PT ) Telephone 01780 460909  
[email:bookings@rutlandcottagesonline.co.uk](mailto:bookings@rutlandcottagesonline.co.uk)

Name of the Hirer	
Address 1	
Address 2	
Town	
County	
Post Code	
Country	
Email	
Telephone Number Daytime	
Mobile	Evening
Name /address of Guest 2	
Name /address of Guest 3	
Name /address of Guest 4	
Other Information	
Arrival date	Departure Date

Total Holiday Price	£
Deposit 20%	£
Balance due 6/10 weeks before arrival	£
TOTAL	£

A small 2% charge is applied to credit card bookings only, however, there is no charge for payments made with a debit card.

If paying by debit or credit card and using email scan to send your completed booking form please email to [bookings@rutlandcottagesonline.co.uk](mailto:bookings@rutlandcottagesonline.co.uk) and then telephone 01780 460909 to quote confidential credit card details direct.

If paying by debit or credit card and sending by post please fill in the following details:

Credit Card \_\_\_\_\_ Debit Card Payment

Mastercard \_\_\_ Visa \_\_\_ Delta \_\_\_ Switch \_\_\_ Other \_\_\_

Card No.: \_\_\_\_\_ Issue No. (Switch Only): \_\_\_\_\_

Expiry Date: \_\_\_\_ / \_\_\_\_ Start Date \_\_\_\_\_

Name on Card: \_\_\_\_\_

Card holder's signature: \_\_\_\_\_

All bookings please complete :

Declaration : I am over 18 years old. I have read and I agree that this booking is made according to the [Booking Conditions](#) Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

\*please make a copy of this form for your records\*

## BOOKING TERMS AND CONDITIONS

### LEGAL DISCLAIMER

The Contract entered into is between Two Hoots Cottage and the person making the actual booking (who must be over 18 years old) and all the other members of your party as notified by you. This contract is for short term holiday let only. The contract is only effective once the completed signed booking form is received with the required payment and written confirmation of acceptance has been sent by Two Hoots Cottage. You are required to check the confirmation carefully upon receipt. The Contract is subject to English Law and the jurisdiction of the English Courts.

### PAYMENT

A deposit of 20% of the cost of the holiday booking is required and is non-refundable. The balance is due 6 weeks before the start of your holiday (10 weeks for Christmas and New Year). For bookings made less than 6 weeks before arrival, full payment is required on booking. We accept payment by BACS, cheque, debit and credit card. Two Hoots Cottage reserves the right to cancel a holiday booking where full payment has not been received in accordance with these terms.

### CANCELLATION

If you are forced to cancel the holiday booking due to unforeseen circumstances you must inform us of any cancellation immediately in writing by recorded delivery or by email we will endeavour to re-let the property, but you will remain liable for full/part payment if it is only possible to re-let part of the agreed period however the deposit is always non-refundable. You are strongly advised to take out appropriate cancellation and travel insurance for your holiday.

### LIABILITY

Two Hoots Cottage shall not be liable for death or any personal injury. No liability is accepted for any other damage, injury, loss, expense accidental or otherwise or inconvenience to you or any member of your party and/or your or their belongings, damage by or to any third party or for damage to any motor vehicle or its contents which may be suffered, incurred, arise out of or in any way connected with the let. The terms of the Contracts (Rights of the Third Party) Act 1999 shall not apply to this contract.

### GUEST NUMBERS

Under no circumstances may more than the maximum number of persons, as stated by Two Hoots Cottage occupy the Cottage. Names and addresses of all people staying at the Holiday Cottage need to be given at the time of booking. Admittance may be refused if this condition is not observed. The Owners also reserve the right to refuse or revoke bookings from parties which may in its opinion prove unsuitable as a result of their behaviour or otherwise for/in/at the Holiday Cottage. All payments/charges will be refundable in full on a daily basis, less, if applicable, the full cost of all repairs or replacements of any item in or to the Cottage.

### BOOKING ALTERATION

Two Hoots Cottage reserves the right, in the interests of safety or any other reason beyond their control to cancel or alter arrangements made for you. In this unlikely event we guarantee to return to you any payment/charges made in full including the deposit. If we have a request from you to change the dates of the booking after confirmation has been issued, subject to the change being requested more than 6 weeks prior to the commencement of the holiday (10 weeks for Christmas and New Year) and Two Hoots Cottage have availability for those new dates there will be no charge for the change in booking.

## CARE OF THE PROPERTY

You and the members of your party are responsible for taking care of the property during your stay. All equipment and contents must be left clean and tidy on departure (except linen/robes to be laundered). Any damages or breakages in the property are the joint responsibility of you and the member/s of your party that have caused the damage or breakage. The cost is payable upon demand and, subject to any incurred losses, not limited to loss of rental, interest, and other consequential charges as may be incurred by Two Hoots Cottage. Minor breakages are not usually charged for being reasonable wear and tear but the hirer must report any damage before departure. Two Hoots Cottage operates a non-smoking policy throughout. In the event of any member of the party breaching the smoking policy Two Hoots will make a charge for additional cleaning and damage caused as a result. A £50 charge will be levied if keys are taken from the property on departure this is for replacements and inconvenience.

## RIGHT OF ENTRY

The Owners of Two Hoots Cottage reserves the right to enter the property at any reasonable time for the purpose of emergency repairs should they become necessary. They will obviously respect your right to privacy and confidentiality and accommodate any reasonable request as to timing or arrangements in this. The property must be securely locked when you and the members of your party are out and care taken not to expose the property to any fire risk or other risk such as flooding. You and each one of the members of your party are responsible for acting in a responsible manner during the holiday period. The Owners reserve the right to retake possession of Two Hoots Cottage at any time for any reasonable reason and in particular where serious misconduct has arisen in or around the property.

## DESCRIPTIONS

The Owners of the property oversee the management of Two Hoots Cottage and make every effort to describe it fairly but also anticipate possible changes. All information in our brochures and on the web site is given in good faith and is correct at the time of publication but the Owners cannot be responsible for changes beyond their control or which may become known after publication without reasonable opportunity for updating the website.

## COMPLAINTS PROCEDURE

You must inform the Owners immediately if a problem arises and every effort will be made to rectify it as soon as possible so that you enjoy the rest of your holiday. In the event of breakdown of domestic appliances, plumbing, wiring, or any unforeseen occurrence or circumstance the Owners will not be required to pay any compensation, expenses of any kind.

**PET POLICY** - Guide dogs are always accepted without charge but must be declared on the booking form. No Pets.