

Terms and conditions governing the letting of self-catering holiday accommodation known as 6 Peacock Lane, Cinderford, Gloucestershire, GL14 3EU.

It is very important that these Terms and Conditions are read carefully and understood.

Terms and Conditions of Trading:-

These terms and conditions formalise the legally binding relationship between the parties defined below and is the contract agreement between them.

Parties

Peacock Breaks LLP is a company registered at Companies House (registration number OC379376) with the registered address at 87 Harvey House, Green Dragon Lane Brentford, TW8 0DJ incorporated under the laws of England and Wales (*Peacock Breaks*).

Lead Guest is the adult individual (that is no younger than 21 years of age) that is: making the Cottage reservation; is legally responsible for all booking rates and fees; and is under an obligations under this agreement for relevant charges, damages, breakages and extra cleaning costs (if applicable). When the guest named on the Booking Summary (defined below) makes a booking he/she guarantees that: he/she is aged 21 or over; and has the authority to accept and does accept these terms and conditions on behalf of all of the members of the party (the *Guest*).

Definitions:

Booking Summary means the booking summary that is sent to the Guest by e-mail upon a booking being made online or by telephone that outlines the Guest's and the Guest's party's names; arrival/departure dates; and any rental rates that have been paid and/or are outstanding;

Deposit means a deposit of 25% of the full rental rate of the Cottage (or a minimum of 100GBP where 25% of the full rental rate is less than 100GBP) that is due and payable at the time of the Guest making the booking in order to secure the chosen dates that they wish to visit the Cottage;

Cottage means the land and property known as 6 Peacock Lane, Cinderford, Gloucestershire, GL14 3EU;

Booking Fee means the £15 booking fee that Peacock Breaks charges the Guest when making a booking, whether via the Website or by telephone;

Owner means the Title Absolute freehold, legal and beneficial owner of the Cottage;

Refundable Deposit means a £100 refundable deposit that is taken should any breakages or damage occur in the Cottage during a guests stay or should a late departure occur. Should a breakage occur, the amount that it costs for the good to be replaced or service used to reinstate the Cottage to its original condition shall be deducted from the Refundable Deposit. The Refundable Deposit or the remaining amount of it shall be returnable promptly to the Guest after departure; and

Website means the Peacock Breaks online website known as www.peacockwyvalleycottages.co.uk.

1. Contract:

- 1.1. In consideration of payment (of the Deposit or the balance of the full rental rate) and accepting these terms and conditions via the website by ticking the relevant box or by way of e-mail confirmation, the Guest accepts the terms and conditions contained within this agreement and agree to be legally bound by them. For the avoidance of doubt, if a booking is made via telephone, this agreement must be accepted by way of e-mail confirmation by the Guest prior to payment being taken, the booking being confirmed by Peacock Breaks and this agreement being legally binding on either party.
- 1.2. The contract binds you as the Guest and it is your obligation and responsibility to ensure that you the Guest and all members of your party comply with and accept these terms and conditions.
- 1.3. Failure to disclose all relevant and accurate information or comply with these terms and conditions may lead to termination of the contract and loss of the booking.
- 1.4. The Guest and the Guest's party under license have the right to occupy the Cottage for the purpose of a holiday only for the period stipulated in the Booking Summary and are not protected tenancies under the Rents Act 1977. It is not permissible to assign, let, part with possession of the accommodation, nor allow any other person other than those named on the Booking Summary to occupy the accommodation. This occupancy license is granted by the Owner to the Guest and the Guest's party for the rental period stated in the Booking Summary and is not intended to create the relationship of landlord and tenant between them. The Guest and the Guest's party shall not be entitled to a new tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or upon determination of this agreement.
- 1.5. This agreement shall be governed by the laws of England and Wales and shall apply to any dispute or claim which arises between us out of it. Any such dispute or claim shall be dealt with by the Courts of England and Wales.
- 1.6. Force Majeure - Except where otherwise expressly stated in these terms and conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by any event which we or the supplier(s) of the service(s) in question could not, even with all due care, foresee or avoid. These events can include, but are not limited to war, threat of war, civil strife terrorist activity and its consequences or the threat of such activity, riot, the act of any government or other national or local authority including port or river authorities and public utility companies, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster and adverse weather, sea, ice and river conditions and all similar events outside of our control.

2. Dates and Prices:

- 2.1. All prices quoted on the Website are subject to alteration and variation from time to time by Peacock Breaks without notice.
- 2.2. Peacock breaks handles bookings on a strictly first come, first served basis. The Guest that completes the booking on the Website or by telephone in accordance with the terms of this agreement will be the Guest that will be eligible to reserve the Cottage for the chosen dates. Peacock Breaks cannot accept responsibility or liability for guests who are unsuccessful in making a booking.
- 2.3. The Guest's booking is certain only when it has been confirmed by Peacock Breaks via e-mail after the Guest has paid the Deposit or the full rental rate (as applicable). Communication via e-mail or telephone in no way reserves the Guests chosen date. To make a booking with certainty, Peacock Breaks recommends that the Guest checks the Cottage availability and makes the booking directly on the Website.

3. Booking and Payment Terms:

- 3.1. In order for the Guest's Cottage booking to be valid, the following conditions within this clause 3 must be met.
- 3.2. Where a Cottage booking is made (6) weeks or more before the arrival date:
 - 3.2.1. a Deposit is required;
 - 3.2.2. for bookings made online, upon Peacock Breaks receiving your booking, Deposit and Peacock Breaks confirming your booking to you only then will the Cottage be reserved for you. The booking confirmation will be made by e-mail promptly after your booking and Deposit has been received and processed by Peacock Breaks; and
 - 3.2.3. for bookings made by telephone, the Guest will have to read this agreement and send e-mail confirmation that they have read and accept these terms and conditions. Only then shall Peacock Breaks make your booking and take payment of the Deposit. A booking confirmation will be sent by e-mail to the Guest to confirm the booking after these requirements are met.
- 3.3. Where a booking is made within (6) weeks of the arrival date:
 - 3.3.1. the Guest will be under an obligation to make full payment of the rental fee for the period that the Cottage is being reserved for;
 - 3.3.2. for bookings made online, upon Peacock Breaks receiving your booking, full payment of the rental fee and Peacock Breaks confirming your booking to you only then will the Cottage be reserved for you. The booking confirmation will be made by e-mail promptly after your booking and full payment of the rental fee has been received and processed by Peacock Breaks; and

- 3.3.3. for bookings made by telephone, the Guest will have to read this agreement and send e-mail confirmation that they have read and accept these terms and conditions. Only then shall Peacock Breaks make your booking and take payment of the full rental fee. A booking confirmation will be sent by e-mail to the Guest to confirm the booking after these requirements are met.
- 3.4. Where a booking is made in accordance with clause 3.2, the outstanding balance of the rental fee must be paid no less than (6) weeks before the arrival date that is stipulated on the Booking Summary. A reminder e-mail may be sent to you 45 days prior to the arrival date as a reminder. Upon receipt of the reminder e-mail the Guest is expected to pay the outstanding balance of the rental fee which is to be received by Peacock Breaks within (3) business days. Upon receipt of the outstanding balance of the rental fee by way of cleared funds, Peacock Breaks will e-mail to the Guest a receipt of payment. If the outstanding balance of the rental fee is not paid in accordance with the terms of this agreement, Peacock Breaks reserve the right to refuse or cancel any reservation without being under any further obligation to the Guest or the Guest's party and will accept no liability in respect of such reservation. For the avoidance of doubt, subject to clause 14, non-payment of the outstanding balance of the rental fee on time will amount to a cancellation by the Guest. Peacock Breaks are not under any obligation to issue a second reminder.
- 3.5. All bookings shall be subject to a Booking Fee charge irrespective of the method of payment.
- 3.6. The Guest whose name appears on the Booking Summary is responsible for listing names, sex and ages of all members that are included in the party visiting the Cottage; making all payments due; notifying us in writing if any changes or cancellations that are required; and for the conduct of the other members of the party.
- 3.7. A Refundable Deposit shall be applied to all Cottage rental bookings and will be added to the total cost of the rental fee which is payable at the time of the balance becoming due, this will be returned promptly to the Guest after departure, less any costs for breakages, damages or extra cleaning deemed necessary (if applicable). The Refundable Deposit shall be refunded to the Guest using the same payment method that was used to pay the balance of the rental fee.
- 3.8. The Guest is able to make payment of the Deposit, the balance of the rental fee, or the full rental fee using one of the following payment methods:
- 3.8.1. UK direct bank transfer into the Peacock Breaks bank account (shown on the Booking Summary); or
- 3.8.2. On-line via the Website using any major Debit/Credit card excluding American Express or Diners Club card.
- 3.9. The Cottage booking is subject to the following terms:
- 3.9.1. the full rental fee is a fixed rate for the rental of the Cottage for the chosen dates and is a pre-estimated rental fee for the maximum number of people permitted to occupy the Cottage (sleeping a maximum of (4) people) payable irrespective of the minimum number of occupants, provided that the maximum number is not exceeded;
- 3.9.2. occupancy is limited to those listed on the Booking Summary, unless a subsequent variation to those named on the Booking Summary is made, or Peacock Breaks prior consent has been given;
- 3.9.3. Peacock Breaks guarantees that once you have made your reservation and paid the appropriate deposit we will not increase your booking rental fee UNLESS you make a change to your booking;
- 3.9.4. in the event where within (6) weeks of the arrival date the Guest wishes to vary the period that they have booked the Cottage for, the Guest shall be subject to the Changes And Cancellation terms in clause 14. If the Guest wishes to extend the period that they have booked the Cottage for (subject to availability), they shall be liable for all additional charges subject to clause 14 and fees associated with the extension of the booking period including the Booking Fee;
- 3.9.5. no reservations will be accepted from any person under 21 years of age; and
- 3.9.6. groups of stag or hen members are not acceptable.
- 3.10. Peacock Breaks accepts Property reservations for the periods:
- 3.10.1. Midweek breaks = Monday – Friday (minimum of 4 nights stay);
- 3.10.2. Weekend short breaks = Friday – Monday (minimum of 3 nights stay);
- 3.10.3. Full week breaks = Monday – Monday or Friday – Friday; and
- 3.10.4. For the period 23 December 2013 – 5 January 2014 full week bookings from Monday – Monday or Friday – Friday only are available.
- It is at the exclusive discretion of Peacock Breaks to accept bookings for periods outside of the above structure.
- 3.11. We reserve the right to alter any of our advertised rental fees and/or in the event that we make an error in relation to the rental fee you will be advised of the variation/correction to the rental fee of the Cottage that you wish to book before the booking confirmation is made by Peacock Breaks. For the avoidance of any doubt, changes to our fees may be necessary and/or errors may sometimes occur and we reserve the right to correct them.
- 3.12. We reserve the right from time to time to make special offers for specific dates. Discounts and offers cannot be applied retrospectively.
- 3.13. The booking is not transferable. Only those guests whose names appear on the Booking Summary may occupy the Cottage overnight UNLESS Peacock Breaks gives prior consent for overnight guests of any person named on the Booking Summary to be accommodated in addition to the pre-booked party. Day guests in reasonable numbers may be entertained in the property. For the avoidance of any doubt, in all cases where the number of people in the Cottage exceeds more than (4) people (Cottage occupancy maximum) Peacock Breaks' prior consent must be sought. Subject to this clause 3, if persons whose names do not appear on the Booking Summary for whom no prior consent has been granted to enter the Cottage by Peacock Breaks are found to be in the Cottage, Peacock Breaks reserves the right to terminate the holiday without compensation or any further liability to the Guest or any member of the Guest's party. The Guest is liable for all persons entering the Cottage - whether a member of their party or a day or night guest - and for all actions of such persons. Should such persons cause any damage or breakage to the Cottage the Guest shall indemnify the Owner for all such damage or breakage.

4. INSURANCE

The Guest and their party are strongly advised to arrange insurance cover against personal loss, cancellations and liability. The use of the Cottage is at the Guest's and their party's own risk and no liability will be accepted by Peacock Breaks or the Owner for injury to occupants, loss or damage of belongings so far as is permissible by law.

5. ARRIVAL AND DEPARTURE TERMS

The following terms shall apply in relation to the Guest's arrival and departure:

- 5.1. The accommodation will not be available until 1600 (4PM) on the arrival date;
- 5.2. On the day of departure the guests must arrange to leave no later than 1100 (11AM). Late departures that prevent the cleaner from commencing cleaning of the property shall be liable for any costs that Peacock Breaks incurs as a result of such a delay (to be charged out of the Refundable Deposit). The current hourly penalty for late departures is set at £40 per hour (for late departures less than one hour will be charged accordingly).

6. KEY COLLECTION

The following process must be followed when collecting keys to the Cottage.

- 6.1. The keys will be made available on the day of arrival at the Cottage; they will be left in a key safe adjacent to the door. The pin code for the key safe will be provided to the Guest upon confirmation of the booking via e-mail. The pin is a unique pin code to each Guest and is not set on the key safe until the Guest's arrival date.
- 6.2. On departure it is the Guest's responsibility to ensure that the property is secured (all doors and windows locked) and the keys are left in the key safe where they were collected. If possible, the Guest may leave the keys with the cleaner if he/she is at the Cottage.

7. BREAKAGES

- 7.1. The Guest will be held responsible for all breakages and damage that occur during the rental period - such incidents must be reported as soon as practicable.
- 7.2. Breakages and damages will be charged against your Refundable Deposit.
- 7.3. In cases where the Refundable Deposit is insufficient to cover a breakage or damage, Peacock Breaks will issue an invoice for the additional amount owed by the Guest. The Guest will be expected to pay this invoice within (7) days; failure to do so may result in legal action. The inventory is checked at each changeover and any omissions are noted before the property is released for occupancy.

8. UTILITIES

- 8.1. Water, gas, electricity and central heating are included in your booking.
- 8.2. Peacock Breaks takes no responsibility and accepts no liability for the failure of public utilities including suppliers of electricity, gas, broadband internet, satellite television or water/sewerage services, whether planned or not. Peacock Breaks will use its reasonable endeavours to remedy the failure of a utility as soon as is practicable so as not to affect the comfort of the Guest, but it will not compensate the Guest should a failure occur.
- 8.3. The Cottage has broadband internet and satellite TV supplied by Sky available to the Guest, a Wi-Fi hub and digital TV viewing box are installed, and this service is included in the Cottage rental fee. The internet or TV viewing equipment should not be tampered with, any damage caused shall be charged out of the Refundable Deposit.
 - 8.3.1. Where the broadband internet and/or satellite TV fails due to a supplier failure, Peacock Breaks will endeavour to do what it reasonably can to make the broadband internet and/or satellite TV connection operable, HOWEVER will not be liable whatsoever to the Guest or anyone in their party and will not compensate the Guest or anyone in their party for a partial or full loss of service.

9. SECURITY

The Guest and his/her party are required to apply normal security precautions (no less prudent than those they would apply to their own property) for the prevention of theft or burglary; including locking of all doors and securing of all windows when the property is unoccupied and the securing of doors whilst the occupants are asleep to prevent entry by an intruder.

10. BEHAVIOUR

- 10.1. If Peacock Breaks or any other person in authority is of the reasonable opinion that the Guest or any member of the Guest's party is behaving in such a way as to cause or be likely to cause danger or upset to any other person in and around the Cottage or damage to the Cottage, Peacock Breaks will be entitled to terminate the holiday of the person(s) concerned. The person(s) concerned will be required to leave the Cottage and we will have no further responsibility or liability to them. No refunds will be made and we will not pay any compensation, expenses or costs incurred as a result of the termination.
- 10.2. The Guest and his/her party must treat the neighbours living within the vicinity of the Cottage (all neighbours of Peacock Lane) with respect at all times and in particular must ensure that the level of noise emanating from the Cottage is reasonable at all times. Between 2200 (10PM) and 0800 (8AM) noise must be kept to a low level that does not cause any disturbance to local residents. The Guest must ensure that proper control is exercised over children.

11. RIGHT OF ENTRY

Peacock Breaks has the right to enter the Cottage at any reasonable time to effect urgent essential repairs to the Cottage or the fixtures and fittings of the Cottage and this right extends to any tradesperson or maintenance worker appointed by Peacock Breaks. In addition, Peacock Breaks and/or the Owner have the right to enter the property to regain possession of the Cottage at any time. In an emergency where the safety or security of the Cottage or the occupants is endangered, or serious damage to the Cottage would ensue if an emergency repair were not carried out, this right may be exercised at any time of the day or night. Peacock Breaks will endeavour, so far as practicable in the circumstances, to make the best possible arrangements for the continued comfort of the Guest and his/her party, to keep the client informed about the progress of the work, and to carry out the work at a time convenient for the Guest where this can be arranged.

12. COMPLAINTS

- 12.1. In the event that a Guest has a complaint about any aspect of the premises or the service provided they must bring this to the attention of Peacock Breaks at the earliest opportunity (between the hours of 0800 (8AM) and 2000 (8PM)) in order to give Peacock Breaks the opportunity to remedy the cause of the complaint.
- 12.2. Subject to clause 12.1, any such verbal notification must be put in writing within (7) days of the end of your stay at the Cottage.
- 12.3. Failure to notify Peacock Breaks of a complaint, in accordance with this clause 12, at the earliest opportunity or where the Guest notifies Peacock Breaks of the complaint after departure, the Guest will not give Peacock Breaks the opportunity to remedy the cause of the complaint and will affect your rights under the terms and conditions of this agreement.
- 12.4. All such complaints should include all relevant information together with your booking number (found on the Booking Summary); failure to do so will affect our ability to investigate your complaint, and may affect your rights under the terms and conditions of this agreement.
- 12.5. A complaint in itself does not qualify the Guest with the right to a refund, any form of damages or compensation.

13. GENERAL

- 13.1. Peacock Breaks operates a non-smoking policy within the internal areas of the Cottage.
- 13.2. The purpose of the Cottage rental is for holiday use only and the client is not permitted to conduct a business, trade or profession (other than the maintenance of business communications by personal telephone or electronic means) from the premises.
- 13.3. Pets are not permitted at the Cottage unless prior consent is given by Peacock Breaks. If consent is given, the Guest may incur additional cleaning fees.
- 13.4. The following shall be included in rental fees:
 - 13.4.1. All fitted sheets, duvets, duvet covers, pillows, pillow cases and towels are provided for the duration of your stay. We endeavour to provide the Guest and their party with 100% Cotton, but this may vary from time to time. A complete set for the number of booked guests is provided and made-up ready for the Guest's and their party's arrival, if your stay is for (8) to (14) days an additional set will be provided for the Guest to change themselves at the half-way stage of your holiday. For longer periods the parties will discuss specific needs and provide linen as agreed. Under no circumstances will visitors be allowed to sleep in beds without adequate bed linen. There is a charge for the cleaning of stained mattresses.
- 13.5. The Cottage is let to the Guest with the understanding that it is left in a clean and tidy condition at the time of departure. The Guest must ensure that all waste is removed from the premises and also ensure that surplus food and drink is disposed of. The Guest may incur a charge for extra cleaning costs if the Cottage is not left as required - this will be deducted from the security deposit.
- 13.6. Fireworks are not permitted to be used or brought onto the premises or grounds.
- 13.7. Refuse must not be left in a position to cause inconvenience to neighbours living adjacent to the Cottage and must be placed in the appropriate bins provided in the parking area.
- 13.8. Peacock Breaks will describe and illustrate (by way of photographs) the Cottage honestly and without omitting significant information, but minor variations from the website description may occur as a result of maintenance, decorating, improvements or replacement of fixtures and fittings. Peacock Breaks undertakes to inform the client of any significant variations compared to the website description or photography. Significant variations are those that, in the opinion of a reasonable person, would have a substantive effect on the enjoyment of a holiday in the premises. Peacock Breaks uses its reasonable endeavours to provide accurate information on the Cottage and general area in which it is located. However, there may be occasions when facilities which are not under Peacock Breaks' control may not be available. Peacock Breaks will endeavour to inform the Guest of any such changes in advance where they are aware of such changes; although these will not in themselves entitle the Guest to cancel the booking without the penalties outlined in clause 14.

14. CHANGES AND CANCELLATION POLICY

- 14.1. The following terms shall apply to changes to your booking: -
 - 14.1.1. If you want to change any detail of your confirmed booking, we will do our best to make the changes. Peacock Breaks must receive the notice from the Guest in writing. We cannot guarantee that we will be able to meet your request. Depending on the nature of the change you wish to make, charges may apply, including but not limited to a £25 administration charge. We will charge for any amendment to your holiday period at the current Website price. We may treat changes to your dates as a cancellation of the original booking and so you will have to pay cancellation charges stated below.
- 14.2. The following terms will apply to a cancellation of your booking: -
 - 14.2.1. If you have to, or want to, or by virtue of a booking change subject to clause 14.1 have to cancel your booking, you must phone Peacock Breaks on the number shown on the Booking Summary as soon as possible. The day we receive your notice by phone to cancel is the date on which we will consider your booking to be cancelled;
 - 14.2.2. Depending on your reason for cancellation and in accordance with the terms of this clause, you may receive a refund authorised by Peacock

Breaks of monies you have paid to us for your booking (except the Deposit, the Booking Fee and, if applicable, any charges incurred by Peacock Breaks as a result of an amendment). We are entitled to charge a cancellation administration fee of £25 for a cancellation;

- 14.2.3. The conditions for getting a refund referred to above only apply if the cancellation applies to all members of your party. All prices are for the whole property and not on a per person basis;
- 14.2.4. Under this agreement, to qualify for a refund the Guest (or someone in his/her party) must have one of the following reasons and may be asked to send evidence:
- 14.2.4.1. Illness or pregnancy (we will need to see medical evidence that you or a member of the party is unfit to travel and the rest of the party is unable to travel without them). We will not cover pregnancy if the relevant person was pregnant before the booking was made. We will not make a refund if the woman is due to give birth within (14) weeks of the arrival date;
 - 14.2.4.2. Death;
 - 14.2.4.3. Redundancy (as long as the employment has been continuous with the same employer for at least two years);
 - 14.2.4.4. Jury or witness service (in a court of law);
 - 14.2.4.5. Illness or death of a close relative (a close relative is defined as a husband, wife, civil partner, son or daughter, son or daughter-in-law, parent, mother-in-law or father-in-law, grandparent, sister or brother, fiancé or fiancée);
 - 14.2.4.6. Your home is damaged and cannot be lived in because of a fire, storm, flood, subsidence or malicious damage;
 - 14.2.4.7. The police have asked you to stay at home, following a burglary at your home or place of business, during the period of your holiday or within seven days before;
 - 14.2.4.8. You are in HM Forces and are posted unexpectedly or have leave cancelled if you are in the police (unless you can recover the cost of the lost booking from another source); or
 - 14.2.4.9. You are placed in quarantine.
- For the avoidance of doubt, all of the above reasons must have arisen after you made your booking and must not have been within your knowledge at the time of your booking.
- 14.2.5. The Guest may also receive a full refund if they cannot reach the Cottage due to snow or flood conditions or as a result of being involved in an accident while on the way there (this only applies if you have made every effort to try to complete your journey. You will need to produce evidence from the police or Highways Agency where you have been involved in an accident). Even though a refund is available in these circumstances, you may prefer to delay your arrival. Where you wish to delay your arrival, you will receive a 15% refund for each 24 hour delay (up to a maximum of 72 hours = 45% (for short breaks, you will receive a fixed refund of 45% for all arrivals delayed for more than 24 hours).
- 14.2.6. The following reasons for cancellation do not qualify for a refund as set out above: Suicide or attempted suicide, deliberate self-injury, the effect of alcohol or drugs, or any other reason which we have not specifically referred to.
- 14.2.7. If the reason for cancellation does not fall within one of those reasons given above, for example, you do not want to travel, or your leave is cancelled by your employer (other than HM Forces or the police), you will have to pay a cancellation charge based on the number of days before the arrival date at the Cottage from the time that we receive notice (subject to clause 14.2.1), as shown in the following table. This means that if you have paid the balance of your total booking fee and then have to, or want to cancel, you may be entitled to a refund of part of the fees already paid. For the purpose of the table below, accommodation cost means the total cost of the accommodation booking, including any extra items (if applicable). You will have to pay any administration fees for making a cancellation subject to clause 4.2.2. If you have already paid the Booking Fee and the Deposit, we will not refund these if you cancel.

Cancellation charges

Number of days before the arrival date of your holiday that we receive your notice to cancel	Cancellation charge (plus any administration fees you owe)
43 days or more	Full Deposit (including any balance of the deposit due)
28 to 42 days	50% of the accommodation cost
15 to 27 days	75% of accommodation cost
14 days or less	90% of accommodation cost
On arrival date or later	Full accommodation cost (administration fee not charged)

- 14.2.8. If your stay at the Cottage is cut short for any of the reasons set out in clause 14.2 above you may get a partial refund (subject to the above terms). In this case, we will refund the appropriate percentage of the cost of your stay. A refund would only apply in this case if:
- 14.2.8.1. everyone from the Guest's party leaves the Cottage; and
 - 14.2.8.2. if the entire party's stay is cut short for medical reasons affecting any person in the party. The Guest will need to produce a certificate from a local doctor, confirming that they needed to return home.

15. Copyright:

All rights are reserved in respect of our websites, logos, forms and other documentation we issue in the course of our operations. We recognise and respect all intellectual property and acknowledge the rights of the owners.

16. Guest Book:

We operate guest book at the Cottage and on some of the listing websites that we advertise on; these are for guests to comment on their stay at the Cottage. We take all feedback seriously and we will make changes to the Cottage based upon guest's experiences. Please enter negative as well as positive experiences; we will respond as necessary to any feedback. If you wish, you can make a private entry that will not be published; all other entries may be shared. By making a shared entry in the Cottage guest book or on a website you accept that it will be replicated on our Website: our wall on www.facebook.com/peacockbreaks; and on www.twitter.com/wyevalleybreaks. You are also welcome to add an entry on any of these websites yourselves. We want potential future guests to benefit from your experiences and make us their choice for their holiday too.

17. Accessibility:

Access is restricted for people with limited mobility. Please contact us for further details using our contact information on the Website.