

Poplar Hall terms and conditions

Thank you for your interest in Poplar Hall Self-Catering Properties for your holiday. For your peace of mind (and ours!) we do have a few conditions that apply should you decide to book the Cottage or the Lofthouse with us.

Anna & John Garwood

1. Once availability of your desired holiday dates is confirmed by us (by phone) we will send you an email with a booking form to complete and post with your payment.
2. Reservation will be made for you on receipt of your deposit payment (1/3 of the total cost of your holiday) or full payment if your booking date is less than eight weeks from your holiday date - plus completed booking form.
3. If you pay a deposit rather than the full amount, the balance of payment is due eight weeks before the start of your holiday. Failure to ensure that payment reaches us may result in the cancellation of your holiday.
4. A confirmation email or letter will be sent to you to confirm your booking - this forms a contract between you and us.
5. Cancellations should be notified immediately. We will do our best to re-let the property and, if successful, a refund will be made - less the deposit. If the holiday is not re-let no refund will be payable. Therefore cancellation insurance is recommended.
6. You are required to leave the property fittings and utensils in a clean and tidy condition at the end of your holiday.
7. You are responsible for keeping the property plus all furniture and effects in the same state of repair as at the beginning of your holiday. You are responsible for damage to the property, furnishing and equipments and the costs therein.
8. One well-behaved dog is welcome at the property for a small fee. Your dog is not allowed on beds or chairs. Your dog must be exercised on a lead and must not be left unattended at any time in the property or the garden. You are responsible for cleaning up after your dog. You will also need to provide dog's bedding and bowls.
9. The right of access to the property is retained by us.
10. We shall not be liable for any accident, damage, loss, injury, expense or inconvenience whether to person or property arising out of the booking contract.
11. We reserve the right to terminate the agreement without refund of money if the behaviour of any holidaymaker is considered unacceptable or if the number of occupants exceeds that stated in the property details or agreed in the booking confirmation email/letter.
12. If the property shall not be available for any reason beyond our control, or for any other reason, we shall refund the full amount paid. Our liability is limited to the refund of such monies.