



The Chipping, Wotton-under-Edge, Gloucestershire GL12 7AD  
Mobile: 07980 150 069 / [chippinghouseholidays@gmail.com](mailto:chippinghouseholidays@gmail.com) / [www.chippinghouse.com](http://www.chippinghouse.com)

## Please read our Terms and Conditions before booking

### Owner

Catherine Alexander  
Mobile: 0798 015 0069  
Email: [chippinghouseholidays@gmail.com](mailto:chippinghouseholidays@gmail.com)

### The person making the booking

You must be aged 18 years or over.

You (as the person who makes the booking) are considered as the person who shall ensure that Chipping House is left in a clean and orderly condition.

You or any members of your party are prohibited from sub-letting Chipping House or any part of it.

You will undertake to prevent any member of your party from causing a nuisance or disturbance to neighbouring residents or occupiers.

You will leave Chipping House secure if left unoccupied during the booking.

### Smoking

Inside Chipping House, there is no smoking. However, you may smoke outside in the garden (but not in the summer house or in the hot tub). A wall-mounted ashtray is fitted near the back door where cigarette stubs must be deposited.

### Booking in and out times

Chipping House is available from 4pm on the start date of your booking.

The hot tub may not be usable until the following morning. If previous guests have misused it, it requires more than six hours in order to check water quality.

You need to vacate the house by 10am on your departure date.

### Departure

All beds that you have used should be stripped and any used linen and towels left in the family bathroom on the first floor.

All cutlery and crockery should be washed before departure.

### Changeovers

Changeovers days are Mondays and Fridays.

### Furniture

All furniture and chattels must be returned to the place where they were found upon arrival.

### Pet free

Pet free means that dogs are not permitted at Chipping House. This has to be adhered to because the following guests might have an allergy to cats or dogs.

However, we cannot guarantee that Chipping House has never had dogs stay in it before you. This is because the law requires that registered assistance dogs are always allowed in all properties, which includes Chipping House. Whilst this would likely be a rare occurrence, it does mean that we cannot accept responsibility for any suffering which may occur as a result of such animals having been present.

### Numbers occupying the house

The number of people occupying the premises for holiday purposes only must not exceed fourteen people.

This number does not include infants under the age of one.

The number of people in Bedroom 6 is restricted to three at all times during the day as well as at night time.

If you believe this number may be exceeded such as for a garden party, you must notify the owner, who reserves the right to refuse. Extra charges may be applicable if the number of people is exceeded with or without permission.

### Breakages, losses, spillages or damage

We do not usually take a good housekeeping bond for breakages, losses, spillages or damage but we have an honesty policy. Before departure, you complete a form with details of anything that you have accidentally broken, lost, spilled or damaged and leave a payment for this. We reserve the right to charge you more, should we believe the payment to be insufficient.

For certain bookings (such as single sex bookings, those with a high number of teenagers etc), we reserve the right to ask for a good housekeeping bond.



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### Cleaning

Chipping House is cleaned between each booking. However, only a limited period of time is available to clean the house. Therefore, a condition of your booking is that you leave Chipping House, and its contents, as you find it. Any unreasonable cleaning may be charged for.

### Keys

You will return the keys of Chipping House to us on the day of departure. Failure to do so may result in you incurring a charge for us to change the locks.

### Complaints

It is important to us that you enjoy your holiday and every effort has been made to ensure this. However, in the unlikely event of dissatisfaction with the property, you should immediately contact the owner, Catherine Alexander, so that there is an opportunity to rectify the problem. The helpline number is 07980 150 069.

We cannot deal with any complaints received after departure because it is not possible to correct or investigate the complaint effectively at that time.

### Feedback

We invite feedback because your comments are always useful and we try to act upon them. In the back of the Guests' Manual at the house, there are feedback forms for you to complete.

### Access

You must allow our housekeeping staff, contractors or us access to Chipping House at all reasonable times during your stay for the purposes of inspection or to carry out repairs or maintenance.

This is particularly important for maintenance of the hot tub and for clearing the recycling shed on refuse collection days. A person lets themselves into the back garden for minimal disruption to you.

### This is a holiday booking

The booking of Chipping House confers upon you the right to occupy for a holiday within the meaning of schedule 1, paragraph 9 of the Housing Act 1988. It is booked to you and is to

be used for the purposes of a holiday only. No rights to remain in the accommodation exist for you or for any member of your party. Therefore, at the end of the booking, you will vacate Chipping House.

### Description of Chipping House

All descriptions in any literature or website about Chipping House have been made in good faith and believed to be correct, but their accuracy is not guaranteed.

We reserve the right to amend prices/descriptions quoted in the brochure or on the website due to errors and/or omissions.

Whilst every effort has been made to describe the property as fully as possible, changes may have been made that have yet to be advised. Therefore we cannot be held responsible for any disappointment caused where a customer has differing expectations to those detailed in the description.

### External factors

We cannot accept responsibility for breakdown in public or local supplies, including water or electricity, or for any claims against inconvenience caused by building works that may be deemed as necessary by us.

In the case of any breakdown in public supplies, you need to notify the owner, Catherine Alexander. We shall use our best endeavours in conjunction with the service company concerned to correct the fault as soon as possible.

We do not accept responsibility for work taking place outside the boundary of the property nor for any noise or nuisance arising from works over which we have no control.

We cannot accept liability for events that occur outside our control, such as normal breakdown of domestic appliances, plumbing, wiring and damage resulting from exceptional weather conditions. Once advised of a problem, we shall take immediate action to try to affect a speedy solution, minimising any inconvenience caused.

### Personal possessions

Personal property that you take to Chipping House is at the risk of you or anyone in your



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party. No liability or responsibility can be accepted for loss of or damage to such items. Personal property left by you or a member of your party can be forwarded upon receipt of the anticipated postage plus a minimum handling fee of £5.00. Unclaimed articles will be disposed of after a period of 28 days.

### Parking

Private off-road car parking is available at Chipping House but use of this is entirely at your own risk.

### Hot tub

**IMPORTANT: Before anyone uses the hot tub, you must read the Hot Tub Manual in the house**

A maximum of four people are allowed in the hot tub at any time.

Children under the age of 10 are not allowed to use the hot tub and other children must be supervised by an adult. Children are very vulnerable to cardiovascular problems associated with overheating.

Certain people (pregnant women, those with cardio problems etc) are advised to not go in or to consult with their doctors before coming to Chipping House.

It is strongly recommended not to stay in for more than 15 minutes and that the hot tub water should not be more than your body temperature.

When not in use, the lid should be kept firmly on.

You must shower before going into the tub because bacteria multiply quickly in hot water.

### Loss, injury or damage to you

We do not accept any responsibility for loss, injury or damage to you or to any member of your party or their property, arising in any manner out of the booking of Chipping House, however caused.

### Wildlife

Chipping House is in a beautiful rural area. Please therefore expect to meet some wildlife, which may make their way into the house unbeknownst

to the owner. This includes the odd spider, mouse, bird, frog, fly, bee, wasp or other creature. If this is likely to be a problem, it would be best not to book.

If any of these creatures are encountered, let them outside because this is usually what they prefer. If they become a serious menace, contact the owner, Catherine Alexander. We reserve the right to take no action if we do not consider the existence of the wildlife to be a serious threat to health.

### Making the booking

When you book, you need to let us know:

- \* anything of which we should be made aware, such as allergies etc, so we can provide for your comfort and safety whilst you are with us
- \* the full name of the principal member of your party, postal address, telephone number and email address

After you have contacted us, we shall respond to your booking request as soon as possible. If the booking is confirmed, we shall then send written confirmation as soon as we have received and processed your non-returnable booking deposit payment.

We reserve the right to refuse any booking.

If there are any problems with the booking or if the property is no longer available, we shall let you know as soon as possible.

By booking the holiday, you agree that the contract with us is made at the property and that any proceedings between the parties will be conducted in the County Court nearest to Chipping House.

### Deposit payment

Your initial booking payment comprises of a non-refundable deposit.

### Balance Payment

On confirmation of the booking, the balance plus any extras must be paid a certain number of weeks (the number of which you will be advised when booking) before the commencement of the holiday. We do not send reminders - the balance due date will be given to you when we confirm the booking.



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If the balancing payment for the booking is not paid by the balance due date, we can treat your booking as cancelled by you and charge you cancellation charges which can be as high as the total cost of the booking.

### Prices

The price specified in any booking is the applicable price agreed at the time of booking. Should prices go up, you will not be required to pay any increased amounts. Equally, you will not be eligible for any lower prices, discounts or other special deals advertised subsequent to the confirmation of this reservation.

### No guarantee

Please note that sending us an email or telephoning us DOES NOT GUARANTEE the booking. Bookings are not confirmed until you receive our written confirmation.

### Cancellations by us

All bookings are subject to confirmation. If Chipping House is not deemed to be suitable for the booking or if, due to circumstances beyond our control, the house becomes unavailable, we shall refund any payment.

Occasionally, we may have to make alterations to your booking. If this does happen, we shall contact you as soon as possible and inform you of any cancellation or change. We shall refund in full any payments made by you, unless the cancellation is because of non-payment of any balance or damages deposit due to us. In the event of a refund, you will have no further claim against us.

### Change of date by you

Should you wish to change the date of your holiday once we have received your deposit, subject to an administrative fee of £50, we may be able to alter the date. If this is not acceptable and you decide not to take the holiday, it will be deemed that you have cancelled the holiday booking and any resulting charges will apply.

### Cancellation

Please note that once a booking has been confirmed, you are liable for the whole cost of the holiday.

Should you need to cancel the booking, your deposit will be automatically be forfeited. We shall endeavour to re-let the property at full cost (or reduced rate if applicable) and, if successful, we shall make the appropriate refund deducting the deposit and a 10% administration charge. The refund will be made once payment has been received and cleared from the new booking. If we do not find another booking, you are liable for the full cost of the holiday.

It is therefore important that you telephone us immediately to inform us of a cancellation, followed by immediate written confirmation to be received within seven days.

We strongly recommend that you use holiday cancellation insurance (see below) to cover the cost of your booking. This will provide you with piece of mind if an unforeseen event forces you to cancel your booking.

### Insurance

It is your responsibility to take out all necessary insurance for possible travel problems, sickness, accidents, death etc. We do not include any form of insurance in our holiday lettings, nor can we accept any claim relating to holiday insurance of any sort. We shall have no liability to you for the death or personal injury to you or any member of your party, unless it results from our act or omission.

We recommend that your insurance cover includes losses of and damage to personal belongings.

Neither you nor any member of your party must do anything to make void or voidable any insurance policy.

### Force Majeure

We cannot accept responsibility or liability for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government or public authority, or any other event outside our control.