



## Booking Form

This form should be completed by the Party Leader and returned to Love-in-the-Round at the address below to request a booking. It is the Party Leader to whom all correspondence will be sent and who will accept the Terms and Conditions on behalf of all persons listed on this Booking Form. Once an accepted booking form and full payment has been received, the owners of Love-in-the-Round will promptly transmit confirmation of your booking and you can start looking forward to your stay.

Booking Reference \_\_\_\_\_

Date of Arrival \_\_\_\_\_

Anticipated time of arrival \_\_\_\_\_ check in times around 4pm

Date of Departure \_\_\_\_\_

Anticipated departure time \_\_\_\_\_ departure times around 11am

Name \_\_\_\_\_

Email \_\_\_\_\_

Daytime Telephone \_\_\_\_\_

Evening Telephone / Mobile\* \_\_\_\_\_

House / Street Address \_\_\_\_\_

Street Address \_\_\_\_\_

Town or City \_\_\_\_\_

County or State \_\_\_\_\_

Post or Zip Code \_\_\_\_\_

Country \_\_\_\_\_



Event: *(delete as appropriate)*    Holiday    Honeymoon    Birthday/Anniversary    Other (please let us know below)

Please note: misinformation in relation to the event that you are holding could jeopardise your booking

Special requirements

\_\_\_\_\_

\_\_\_\_\_

Names of all people in your party (please list your own first)

Title	First name	Surname	Age**
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Please note, there are to be no additional guests in residence, other than those listed, during your stay unless otherwise agreed in advance with Love-in-the-Round

Travel insurance: I confirm that, as recommended by Love-in-the-Round, I have taken out Travel Insurance with cover on behalf of each member of my party and details are listed below:

Insurers:

\_\_\_\_\_

\* We require a mobile number in case we need to contact you during your stay

\*\*Please specify ages if members of your group are under 18 or over 66 on date of outward travel





## **Love-in-the-Round Terms of Business**

In these conditions The Owner is Love-in-the-Round and the term The Client is the person who has made arrangements with Love-in-the-Round as the principle contact or party leader and is named on our booking form and confirmation.

### **Making a Reservation**

Love-in-the-Round will provisionally hold the booking for twenty four hours once contacted by 'phone or email.

At the point of making a provisional booking, you will receive a copy of this booking form and be directed to the T&C's on our website. Please make a full payment of the agreed costs and inform Love-in-the-Round by email as soon as you have done so if you wish to go ahead with your booking. You as the Client/Party Leader must also read, complete and sign this form and return to Love-in-the-Round as soon as possible, and absolutely within seven days of making your payment to fully confirm your booking (see Confirming a Booking section below). The Client who signs the Booking Form and Terms and Conditions signs on behalf of all members of the party and binds them jointly and severally to these booking terms. Please note: If we do not receive payment within 24 hours of your initial enquiry, your provisional booking will automatically be cancelled and your chosen dates will be released.

### **The Price of your Holiday**

All prices that are quoted at point of enquiry are valid for seven days only, after this time, where we have not received your deposit, any prices quoted can be subject to change. This agreement is governed by English law with English Courts having exclusive jurisdiction. All payments to be made in £ Sterling unless otherwise agreed. Love-in-the-Round reserves the right to amend prices quoted on the website due to errors and omissions, but the Client will be notified of such changes as soon as possible.

### **Confirming a Booking**

At the time of receiving your request to proceed with your booking you, the Client, will be asked to pay the total amount of the holiday, complete our booking form (this form) and agree to our Terms and Conditions. We require this payment to be made either by Paypal or bank transfer\* or on the Love-in-the-Round website. Please note, once a payment has been made, this confirms your acceptance of our Terms and Conditions but further acknowledgement will be required.

Upon receipt of your payment we will secure Love-in-the-Round for the requested dates for seven days and you will be sent a receipt to confirm funds received. This will be the only receipt issued unless you request a change in the holiday booked, any amendments will incur a £75 administration fee. Finally, to complete the confirmation we will require this booking form (and as such your agreement to our Terms and Conditions) to be returned within seven days.

Please note: The booking is not fully confirmed until we have received a completed and signed Booking Form. Your booking will be treated as a cancellation in accordance with our cancellation policy stated below and entry to the property will be denied if we are not in receipt of your completed and signed Booking Form (and as such the T&Cs). If you would like to pay by cheque or back transfer\*, do allow sufficient time to ensure that the funds will be cleared by your balance due date. If funds are not available when requested, the booking will be treated as a cancellation, the dates will be released and any reinstatement would be treated as a new booking where the full amount would be due. Upon receipt of the balance payment and accepted booking form, the directions will be sent to you.

\*Bank Transfer details

Account name: Lucy Endean T/A Love-in-the-Round

Account branch: Natwest Truro

**Account number: 57087253**

**Branch sort code: 60 21 37**

**Reference: Your name**



### **Booking Amendments**

If you, the Client, decide to alter any details after your booking has been confirmed by us, providing that we are informed no later than three months prior to arrival, these will be treated as changes and a £75 administration fee will be charged. However, any change requested within 12 weeks will be treated as a cancellation and could be subject to the charges outlined below. By signing these T&Cs you are agreeing not to sell or transfer the booking to another party without Love-in-the-Round consent.

### **If you Cancel your Booking**

If you, the Client, wish to cancel your booking you must do so by sending written confirmation. The written cancellation must be signed by the party leader. The cancellation takes effect from the day that the written confirmation is received. In the event of a cancellation and to compensate for the expense of processing your booking and for any loss that may result from being unable to re-sell the holiday, our cancellation fees are as follows: Where cancellation notice is given after the booking has been paid and up to three months prior to the booking start date: 30% of the total holiday cost, Where cancellation notice is given within 12 weeks of the booking start date: 100% of the total holiday cost.

### **Privacy Policy**

Love-in-the-Round operates within the guidelines set out by the UK Data Protection Act (1998). In order to protect the privacy of Love-in-the-Round for other guests, details of the property will not be disclosed until after booking payment has been received and a contract has been signed by the Client to guarantee Love-in-the-Round that details will not be reproduced or passed onto a third party. You will not under any circumstances exploit for commercial purposes any photographic or moving images which you take of the property.



### **Care of the Property**

The Client shall take all reasonable and proper care of the property, inside the roundhouse, shepherd's hut, woodlands, stream grassland, hedges or else around the property, and any furniture, pictures, fittings and effects in or around the property and leave them in the same state of repair and condition at the end of the rental period as found at the beginning. If the owner is alerted to concerns surrounding the care of the property, or disturbances, the owner reserves the right for them, or a housekeeper, to enter the property to carry out appropriate checks and are within their rights to ask the clients to vacate the property with immediate effect if found in a neglected or damaged condition. Failure to meet this standard may result in an additional cleaning charge of, but not limited to £250 and these charges will be levied at checking out or within seven days of departing Love-in-the-Round. The Client agrees to respect their surroundings and not disturb any neighbouring properties, as well as adhering to property restrictions in terms of noise and litter.

You the Client are legally bound to reimburse Love-in-the-Round as the property owner for replacement, repair or extra cleaning costs on demand. This includes any damage to the property and any contents, extraordinary cleaning costs if the property or surrounding area is left in an unreasonable state, neglect, loss or non return of keys. Please note: the wearing outdoor shoes inside the Roundhouse, or littering outside with fire-ash or cigarettes may be considered as unreasonable care and will likely be subject to an additional cleaning charge of, but not limited to, £250. In the event of damages caused by you, the Client, or your party during your stay, you will be notified in writing of the amount owing. If we do not receive the funds within 30 days of your departure, we reserve the right to debit any credit/debit card details that we hold on file for you for the outstanding amount or to pursue a legal claim for breach of contract.

Please note: If we are awaiting a quote for repair/replacement of items, an extension of this 14 day timescale may be necessary. Please ensure we have all relevant contact details to enable us to contact you when notifying you of the above. If we are not able to contact you to advise of any damages that may have occurred during your stay that require Love-in-the-Round to request a payment from your payment method, the Owners reserve the right to debit any credit/debit card details that we hold on file for you for the outstanding amount, without further notification.

Please note: Do ensure that you take all your belongings with you when you depart the property, as Love-in-the-Round reserves the right to deduct any charges incurred in returning your property from your damage deposit and/or debit/credit card held on file.

### **Complaints Procedure**

Property/Maintenance Issues: In the unlikely event that any issues arise during your stay, including maintenance, please contact the Love-in-the-Round property owners immediately, who will dealing with and rectifying your query/complaint. It is a condition that you communicate any problem with the property during your holiday, if you fail to do this then the Love-in-the-Round cannot accept responsibility as they have been deprived of the opportunity to investigate and resolve the problem.

### **Eligibility**

Love-in-the-Round has its own restrictions in place in terms of the type of group we will accept in their property. With this in mind, you will be asked the occasion for your stay at point of booking; please note that if it transpires the occasion is not as detailed, we reserve the right to cancel your booking and retain your cancellation fee, listed above, to compensate Love-in-the-Round as the property owner accordingly.

### **Pets**

Sorry, pets are not permitted.

### **Children/ Young Adults\*\***

We do not consider bookings with party members under the age of 18 on date of outward travel.

### **Party Size**

At no time must any more persons occupy a property than stated on the booking form, except with prior written agreement. Love-in-the-Round as the owners reserve the right to refuse admittance if this condition is not observed. If you, the Client, alter your booking without prior request and if Additional Clients are given unauthorised access to the property, you may lose your booking and the owners of Love-in-the-Round maintain their right to keep the cancellation fee.

### **Smoking**

Please note, that all buildings are non-smoking. Failure to adhere to this can result in a significant fee for additional cleaning costs. However, the owners have made several provisions for smoking outside. Please note that not disposing of any smoked items in the containers provided, constitutes littering and may result in additional cleaning fees of, but not limited to £250.

### **Arrival and Departure Times**

It is key that you adhere to the arrival and departure times for the property as listed. Any changes to these standard times are to be arranged and agreed pre-arrival with Love-in-the-Round property owners.

### **Additional Requirements**

If you require any additional services such as catering, activities, supermarket delivery, third party services etc, we require that you arrange these with Love-in-the-Round as applicable as far in advance as possible to your arrival date. The minimum timescale that any additional services would be able to be arranged is within 7 days of your arrival, and would then be dependant on the availability of the housekeeper/service required.





### Insurance requirements

Holiday and Travel Insurance, including cancellation cover, is essential for your own protection and we advise you, the Client, to be suitably insured with an insurance company of your own choice. Although optional, Love-in-the-Round strongly recommends that Travel Insurance is taken out prior to your holiday and Love-in-the-Round will not accept any responsibility of any eventualities that may occur during your stay at the Love-in-the-Round property.

### Your Holiday Reservation

When you, the Client, have made a payment and returned your paperwork as requested, your holiday is now classed as confirmed. That confirmation acts as our acceptance of the booking under these Terms of Business. Subsequently we will send you, the Client, a Confirmation email verifying the details of the holiday that you have booked. This is the only confirmation that you will receive, unless you, the Client, decide to alter any details of the holiday booked (charges will apply), when an updated invoice will be issued.

### Your Price Guarantee

We guarantee that the price of your holiday will not be subject to any surcharges once you have paid in full, unless you amend your booking once the confirmation has been issued. All prices are based on Pounds Sterling. In the event of consumer levies or VAT being introduced on Love-in-the-Round holidays, this will not be subject to our surcharge guarantee.

### If we Change your Holiday

On occasions it may be necessary to amend the arrangements you, the Client, have selected and we reserve the right to do so. Where such changes are considered to be a significant alteration of an essential item of your contract, we undertake to advise you as soon as is reasonably possible. Where a major change occurs (such as a change of dates), and provided it does not arise from circumstances amounting to Force Majeure (see below), you will have the choice of either accepting the alternative arrangements or, once instructions have been received in writing from you, you will receive a refund of all monies paid. Force Majeure Compensation payments do not apply where performance of the contract with you is prevented by risk of war or threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, technical problems of transport, closure or congestion of airports or ports, cancellations or changes of schedule by scheduled airlines and any events beyond our control.

### Liability

Love-in-the-Round (for itself, its employees and agents) and the Owner shall not, except if caused by our negligence or breach of these Booking Conditions, be under any liability to the Client or third parties for any accident, damage, loss, injury, expense or inconvenience, which may be suffered, incurred or arise out of or in any way connected with the rental. No term of the Contract is enforceable under the Contracts (Rights of Third Parties) Act 1999 by a person who is not party to the Contract. Neither can Love-in-the-Round be responsible for any accident, loss or damage of a hiring party to their property, vehicle or personal effects, however caused.

### Breach of Contract

If any of the above conditions are breached by the Client or any member of their party, the Love-in-the-Round Owners reserve the right to re-enter the property and request that the party leave the property.

### The Nicer Things

Finally, please confirm your Love-in-the-Round website luxury extras here:

Welcome hamper £20 ☐ Persian Feast £65 ☐ Picnic Hamper £65 ☐ BBQ Hamper £65 ☐ Love-Potion Chocolates £15 ☐  
Anything else ☐ (please describe and we will get in touch)

By sending this form I hereby agree to comply with the Terms of Business and declare that I am over 18.

Sign \_\_\_\_\_

Print \_\_\_\_\_

Date \_\_\_\_\_

Thank you for completing the booking form and taking the time to read through the Terms and Conditions.

Where did you hear about Love-in-the-Round? \_\_\_\_\_

