



Little Canwood House LLP  
Welcheston Court, Woolhope, Herefordshire, HR1 4QU  
[info@littlecanwoodhouse.co.uk](mailto:info@littlecanwoodhouse.co.uk) / 07922431817

## Terms and Conditions applying to Little Canwood House

### 1. Horses (Please read carefully)

Please do not enter the fields with horses/cows with calves in. Please do not feed any animals on the fields.

**There is a strand of electric wire attached to the fence from the field side to prevent the horses leaning over the fence. Please ensure that you do not attempt to climb the fence. Please do not touch the strand of electric wire.**

**Please make everyone in your party aware of this.**

### 2. Arrival/Departure

Bookings are from 4pm on day of arrival to 10am on day of departure (subject to unavoidable delays). Later departure can sometimes be arranged, please ask. Upon departure you are obliged to leave the house in a clean and tidy condition.

### 3. Booking confirmation

Bookings will be confirmed upon receipt of 25% of the accommodation rental.

Method of Payment – Bank Transfer or Cheques to be made payable to ‘Little Canwood House’ unless the booking has been made at short notice where the same day bank transfer is required. PayPal payment can be arranged.

### 1. Cancellation

**ALL BOOKINGS PLACED BEFORE 19<sup>TH</sup> AUGUST 2020 ARE SUBJECTS TO OUR NORMAL CANCELLATION POLICY:**

Contact us immediately by telephone or email if you must cancel your holiday.

If a cancellation is made before settling the balance, the deposit is NON-REFUNDABLE.

If a cancellation is made after settling the balance a part refund will only be given if the dates in question are re let. We will endeavour to do our very best to try and re-let the property and, if successful, will refund the whole amount (minus an admin fee of £50) up to a maximum of the rental we achieve for the re-let, bearing in mind that we may have to discount the rental to achieve a re-let at short notice.

#### 4.1 Epidemic/Pandemic

In case of Epidemic/Pandemic outbreak we follow HM Government regulations.

If HM Government announces restrictions which relate to non-essential travel and staying at home remains in force, you will be offered the option to move your holiday to a later date. The cost of your holiday dates may vary as they will be subject to the rates for the new dates you have selected.

Should you choose to have your payment returned this will be subject to an administration charge of £50.00. We will not offer to find you alternative accommodation.

We shall not be liable for any of your financial claims or losses as a result of this cancellation.

Following the removal or relaxation of these restrictions all bookings will be subject to our standard cancellation policy.



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#### **4.2 Adverse travel conditions**

Where there are travel disruptions due to weather conditions or any form of Industrial action, we cannot be held responsible for non-arrival and no Refund will be given.

#### **4.3 Holiday Insurance**

Once the booking is confirmed the Hirer is responsible for the total cost of the holiday. In the event of a cancellation we will endeavour to re-let the property and make a refund of monies paid, less the deposit which is non-refundable. We would strongly recommend that holiday insurance be taken out to cover cancellation and loss or damage to personal effects.

**If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.**

### **ALL BOOKINGS PLACED AFTER 19<sup>TH</sup> AUGUST ARE COVERED BY MASTER CANCEL**

**Master Cancel Terms & Conditions are as follows:**

• **Reimbursements:** Only lodging costs are refunded. Additional extras, including but not limited to cleaning fees, taxes and other ancillary charges, will not be refunded.

- Refund Payments for cancelled bookings 61 days or more before check in date will be released to the cancelling guest within 5 days of when the cancellation is made.
- Refund Payments for cancelled bookings from 60 days up to and including 2 days before check in date will be released back to the cancelling guest on the scheduled date of check-out of the original booking.
- Cancellations made 1 day prior to or the day of check-in will not be eligible for refund. Example: For a check in on Saturday, Guests could cancel the prior Monday, Tuesday, Wednesday, and Thursday, but not Friday (1 day prior) or Saturday (day of check in).
- Guests may cancel their reservation by notifying their property management company in writing that they wish to cancel.

We strongly recommend that holiday insurance be taken out to cover cancellation and loss or damage to personal effects.

**If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.**



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#### **5. Availability**

Should the property not be available due to circumstances beyond our control (for example fire, theft, or damage) we cannot guarantee to provide alternative accommodation, in which case all sums will be returned to you in full. You will have no claim against us.

#### **6. Number in your party**

The number of persons using the accommodation Little Canwood House (except for babies in cots where applicable) shall not exceed the max stated unless previously arranged. Cots are deemed suitable for babies up to 2 years. The owner reserves the right to refuse admission to any persons or animals not declared on the booking form or agreed to in writing at an earlier date. We reserve the right to cancel our contract, and demand the payment of the extra £150, should this condition not be observed.

#### **7. Damage**

Please report any damages to the owner or manager so we can replace/repair these for our next guests. Articles found to be missing or broken from the house or garden area will be paid for by the hirer, as will damage to the fabric (reasonable wear and tear accepted).

The owner will not be responsible for any loss or damage whatsoever to any property, including vehicles, belongings to the Hirer or any member of the party.

The Hirer is responsible for the holiday accommodation and its equipment during the period of their stay. The accommodation, equipment, utensils etc. should be left in the same state of cleanliness and general order in which it was found (i.e. the last load in the dishwasher is acceptable!).

The Company shall not be liable for:- (a) any injury; (b) any sickness; (c) any loss; (d) any damage; (e) any additional expense; (f) any damages for inconvenience caused directly or indirectly by or arising out of the use or condition of the House and its appearance, plumbing, gas, electrics, private water, exceptional weather conditions. The Company shall not be liable for any actions or omissions. The Company shall not be liable for any damage or loss caused to any belongs of the Hirer or the Party during the Hire Period.

You agree to not carry out any manner of illegal or immoral activity or business during your stay at the property or its location.

#### **8. Phone calls**

A telephone land line exists for emergency calls only. Any additional call costs are monitored and must be paid for by the hirer.



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### **9. Disturbance**

We reserve the right to terminate the visit of any person whose conduct is detrimental to the comfort of others, without recompense. Please respect other guests and keep noise to a minimum after 10.00pm.

### **10. Website**

The information given on this website is given in good faith. We reserve the right to make changes in the interest of improvement. All links to external websites are provided for interest only, we cannot be held responsible for the content of these websites.

Little Canwood House makes every effort to ensure that the description of the House (as appears on its Website) is accurate and up to date and it does make every effort to update the descriptions for any material changes made to the House. However, we shall not be held responsible for any minor discrepancies in the House from the descriptions on its Website or any changes made to the House after the date of the Booking Enquiry.

Occasionally the exteriors, furniture, furnishings, and room layouts of the House may differ from the photographs on the Website due to wear and tear/damage and changes/updates.

### **11. Maintenance**

Grass cutting, gardening, window cleaning and maintenance works etc may from time to time be carried out by or on behalf of the Company during the Hire Period. However, where possible the Company will try to accommodate the Hirer's reasonable requirements if they are aware of them and will try to carry out all such works with the least disruption to the Hirer and the Party as far as reasonably possible.

### **12. Holiday Insurance**

Once the booking is confirmed the Hirer is responsible for the total cost of the holiday. In the event of a cancellation we will endeavour to re-let the property and make a refund of monies paid, less the deposit which is non-refundable. We would strongly recommend that holiday insurance be taken out to cover cancellation and loss or damage to personal effects.

### **13. Complaints**

If you are not entirely satisfied with the property, please contact the owner/manager, immediately and every effort will be made to rectify any problem. Complaints not reported during occupancy cannot be investigated at later stage.

The property owner or his representative shall be allowed access at any reasonable time during the holiday occupancy.



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#### **14. Non-Smoking Property**

Little Canwood House is a non-smoking property. However, smoking is permitted outside the property and ashtrays are provided for this purpose.

#### **15. Dogs**

The hirer must let the owner, or his representative know if they have a dog in their party before booking is made. There is an extra charge of £40 per dog per stay. In some cases, a security returnable deposit of £200 will be taken. This will be returned to the hirer after an inspection has taken place and there were no damages and the property was left in satisfactory condition.

All dogs permitted to stay must always be kept under strict and proper control. They must not be left alone at any time in or near the accommodation or allowed on the cottage furniture and beds. They should be walked away from the grounds for toiletry purposes. Dogs are not allowed to enter fields with horses or other animals. On your departure the property should be vacuumed to remove any hairs that may have accumulated. For more details on our Dog Policy please read Appendix 1.

#### **16. Personal Information**

All personal information collected through the forms in this website will be used only for the purpose intended, eg to answer an enquiry or to process a holiday booking. Personal information will not be retained for longer than is necessary to satisfy the enquiry or booking made, or legal requirements for insurance and accounting records. We will not pass your personal details to third parties without your permission other than Premier Cottages Limited. Little Canwood House is a member of Premier Cottages Limited which is a professional collective of independent luxury cottage owners. Premier Cottages promotes our properties on our behalf as well as other luxury cottages. As members of Premier Cottages, we would like to give them your information so that they can contact you about quality properties that you might like. You may unsubscribe from this service at any time as detailed in our Privacy & Cookie Policy.



## WiFi

**We do provide free Wi-Fi, however we cannot guarantee a consistent service**

### **WIFI TERMS & CONDITIONS INTERNET USAGE AND WIFI TERMS AND CONDITIONS**

#### **1. Extent of the Service**

1.1 The use of Internet Services is carried out entirely at your own risk.

1.2 We have no responsibility for, or control over, the Internet Services you access and do not guarantee that any services are error or virus free.

1.3 We have no responsibility for, or control over, the information you transmit or receive via the Service.

1.4 Save for the purposes of network diagnostics we do not examine the use to which you put the Service or the nature of the information you send or receive

#### **1.2 We do not guarantee:**

1.2.1 the availability of the Service; 1.2.2 the speed at which information may be transmitted or received via the Service; or 1.2.3 that the Service will be compatible with your equipment or any software which you use.

**1.3** Whilst we take reasonable steps to ensure the security of the Service and to prevent unlawful access to information transmitted or received using the Service, we do not guarantee the security of the information which you may transmit or receive using the Service or located on any equipment utilising the Service and you accept that it is your responsibility to protect your information and have adequate security (in terms of equipment and procedures) to ensure the security, integrity and confidentiality of your information and data.

**1.4** We reserve the right at all times to withdraw the Service, change the specifications or manner of use of the Service, to change access codes, usernames, passwords or other security information necessary to access the service.

#### **2. Your Use of the Service**

2.1 You must not use the Service to access Internet Services, or send or receive e-mails, which:

2.1.1 are defamatory, threatening, intimidatory or which could be classed as harassment; 2.1.2 contain obscene, profane or abusive language or material; 2.1.3 contain pornographic material (that is text, pictures, films, video clips of a sexually explicit or arousing nature); 2.1.4 contain offensive or derogatory images regarding sex, race, religion, colour, origin, age, physical or mental disability, medical condition or sexual orientation; 2.1.5 contain material which infringe third party's rights (including intellectual property rights); 2.1.6 in our reasonable opinion may adversely affect the manner in which we carry out our business; or 2.1.7 are otherwise unlawful or inappropriate;

2.2 Music, video, pictures, text and other content on the internet are copyright works and you should not download, alter, e-mail or otherwise use such content unless certain that the owner of such works has authorised its use by you.

2.3 We may terminate or temporarily suspend the Service if we reasonably believe that you are in breach of any provisions of this agreement including but not limited to clauses 2.1 to 2.3 above.

2.4 We recommend that you do not use the service to transmit or receive any confidential information or data and should you choose to do so you do so at your own risk.

2.5 The Service is intended for consumer use only. In the event that you use the Service for commercial purposes we would specifically refer you to clause 5.2 below.



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### **3. Criminal Activity**

3.1 You must not use the Service to engage in any activity which constitutes or is capable of constituting a criminal offence, either in the United Kingdom or in any state throughout the world.

3.2 You agree and acknowledge that we may be required to provide assistance and information to law enforcement, governmental agencies and other authorities.

3.3 You agree and acknowledge that we may keep a log of the Internet Protocol ("IP") addresses of any devices which access the Service, the times when they have accessed the Service and the activity associated with that IP address.

3.4 You further agree we are entitled to co-operate with law enforcement authorities and rights-holders in the investigation of any suspected or alleged illegal activity by you which may include, but is not limited to, disclosure of such information as we have (whether pursuant to clause 3.3 or otherwise), and are entitled to provide by law, to law enforcement authorities or rights-holders.

### **4. Other Terms**

4.1 You agree to compensate us fully for any claims or legal action made or threatened against us by someone else because you have used the service in breach of these terms and conditions, and in particular clause 2.1 to 2.3 and 3.1 above.

4.2 Whilst we do not seek to limit our responsibility for fraudulent misrepresentation or if you are injured or die as a result of our negligence we have no responsibility (to the extent permitted by law) to compensate you (whether or not we are negligent) for any direct financial loss, loss of profit, revenue, time, anticipated savings or profit or revenue, opportunity, data, use, business, wasted expenditure, business interruption, loss arising from disclosure of confidential information, loss arising from or in connection with use of the service or inability to use or access the service or a failure, suspension or withdrawal of all or part of the service at any time or damage to physical property or for any other similar direct loss that may arise in relation to this agreement whether or not we were advised in advance of the possibility of such loss or damage.

**I confirm that by booking accommodation, Little Canwood House, I accept these terms and conditions.**

(PLEASE GET IN TOUCH IF THERE IS ANYTHING YOU ARE UNSURE ABOUT IN THESE TERMS. WE AIM TO MAKE YOUR STAY AS PLEASUREABLE AS POSSIBLE).





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## APPENDIX 1 Dog Policy

Here at Little Canwood House we know that doggies need holidays just like humans, so you are welcome to bring him/her along at a small cost of £40 per dog. (Sometimes we ask for security returnable deposit of £200. This is to cover any damages that may occur. This will be returned after your stay). We are particularly suitable for a doggy holiday as our farmland adjoins the cottage and there are wonderful forest walks nearby.

However, we would ask that you considered the following points so that our future doggy guests (and their owners!) enjoy their holidays as much as we hope you do.

\*Canine companions often love to have their own blankets with them – and humans prefer beds, sofas, and chairs free from doggy hairs! Therefore, your dog needs to spend its holiday downstairs in the kitchen area (which is huge) and to use his own blanket/bed for sleeping and resting. Please let us know if you would like to use a stair gate to keep the dog downstairs and we can provide it for you.

\*Please, can you make sure that you clean up after your dog. You will find some poop bags in the 'dog welcome basket' in the house, for use on the lawn in the garden area.

\*As we know the weather can be unpredictable, so if it gets wet and muddy, you will find a short hose in the left corner of the garden for washing his/hers paws. We can provide an old towel, please ask!

\*Dogs get lonely too, so please do not leave your dog in the property on its own!!! It is likely that it will become agitated and therefore it can scratch the furniture, or it can hurt itself.

### **Dog Emergency**

In case there is an emergency, and something happened to your dog, you can contact several Vets in Hereford:

- Holmer Vets, Roman Rd, Hereford HR1 1LE, 01432 272468
- Brookfield Vets, 1 Old Eign Hill, Hampton Park, Hereford, HR1 1TU, 01432 357 222 or 01432 271090

**I confirm that by booking accommodation, Little Canwood House, I accept these terms and conditions.**





## **APPENDIX 2**

### **Inventory**

### **Inventory:**

#### **KITCHEN**

Baking sheet  
Baking tin (cake)  
Baking tray x8  
Bottle opener x2  
Bread bin  
Bread/chopping boards x3  
Bread knife  
Carving knife and fork  
Casserole dish and lid  
Coasters  
Coffee pot  
Coffee machine (Tassimo)  
Colander  
Condiment set  
Cooling rack x 3  
Corkscrew  
Electric kettle  
Electric toaster  
Non-stick frying pan x3  
Fruit bowl/ basket  
Frying pan x2  
Garlic press  
Grater  
Ice cube tray  
Kitchen scales  
Kitchen scissors  
Knife sharpener  
Ladle  
Large glass dish  
Lemon squeezer  
Measuring jug  
Meat serving dish  
Milk pan  
Mixing bowls x3  
Oven glove x2  
Oven roasting tin x2  
Pasta pan x2



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Pie dish x4  
Place mats x16  
Potato masher  
Potato peeler  
Rolling pin  
Salad bowl & servers  
Saucepan with lid (large)  
Saucepan with lid (medium)  
Sauce pan with lid (small)  
Sieve  
Spatula  
Steamer  
Slotted spoon  
Tea pot  
Tin opener  
Toast rack  
Tongs  
Tray  
Vegetable knife (small)  
Water jug (plastic)  
Whisk  
Wooden spoons x6  
Oil aga  
Microwave/oven  
Electric hob  
Fridge  
Freezer  
Washing machine  
Tumble dryer  
Table  
Leather chairs x8  
Blind on each window/door

**CHINA: DINNER AND TEAS SERVICES (MATCHING):**

Cereal/dessert bowl (1 per person)  
Soup plate/bowl (1 per person)  
Egg cup (1 per person)  
Gravy sauce boat x2  
Milk jug (large and small)  
Sugar basin  
Teas cup and saucer (1 per person)  
At least 2 per person:  
Mug  
Plate (large and middle-sized)  
Plate (small)  
Tumblers



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Wine glass  
Beer glass (1 per person)  
Champagne flutes

**CUTLERY DRAWER:**

Soup spoon (2 per person)  
Tablespoons  
At least 2 per person of:  
Teaspoon  
Dessert spoon  
Table fork  
Dessert fork  
Table knife  
Dessert knife

**CLEANING EQUIPMENT:**

Broom  
Bucket  
Cleaning agents  
Clothes line/drying facility  
Clothes pegs  
Dust pan and brush  
Floor mop  
Iron and ironing board  
Kitchen hand towel x1  
Refuse container  
Tea towels x6  
Vacuum cleaner  
Washing up bowl  
Washing up liquid  
Ashtrays x3  
Dustbin  
Recycle bin  
Flower vases x3

**Miscellaneous**

Fire blanket  
Fire extinguisher (2)  
Smoke alarms  
First aid kit  
Log basket  
Door mat  
Logs  
Spare light bulbs  
Ipod dock (games room)



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Torch (2)  
Visitor's book  
Waste bins  
Yellow Pages

### **BEDROOMS:**

#### **Master Bedroom:**

Television (master bedroom)  
King size bed with drawers+ mattress  
Bedside tables x2  
Free standing mirror  
Chair  
Chest of drawers  
Small wardrobe  
Bin

#### **Bedroom 1**

Single bed + mattress  
Guest bed+ mattress  
Dressing table  
Bedside table  
Bin  
Wardrobe

#### **Bedroom 2**

Dressing table x2  
Bedside table  
Bin  
Double bed+mattress

#### **Bedroom 3**

King size bed with drawers+ mattress  
Bedside tables x2  
Small wardrobe  
Small mirror  
Small basket

Additional blankets (1 per each room)  
Duvets (in each room)  
Coat hangers (4 per person)  
Travel cot  
Mattress protectors (1 on each bed)  
Pillows (2 per person)  
Pillow protectors  
High chair  
Curtains/ blinds on each window



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**LIVING ROOM:**

Television  
Sky box  
DVD player  
Side tables x4  
Coffee table  
Throw x2  
Sofas (3)  
Sideboard  
Bookshelf  
Chair  
Table lamps x4  
Blinds x3  
Curtains on double door  
Log basket x2  
Cushions x10  
Fireside tools  
TV stand (glass)

**SEATING AREA:**

Television  
Coffee table/toy box  
Corner sofa  
TV stand (glass)  
Shelf  
Lamp  
Book stand with books  
Sideboard  
Ipod dock

**BATHROOMS:**

Bath mat (one in each bathroom)  
Bath towels (1 per person)  
Make up flannel (1 in each bathroom)  
Pump soap (1 in each bathroom)  
Disposal bin (1 per bathroom)  
Hand towels (1 per person)  
Hand towels (1 in each bathroom)  
Heated towel rail (1 in each bathroom-upstairs only)  
Loo brush and container (1 in each bathroom)  
Loo rolls (2 in each bathroom)  
Mirror (in each bedroom & bathroom)  
Shaver point (in each bathroom)



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Shutters on each window

**GAMES ROOM:**

Full size pool table and accessories  
Table tennis and accessories  
Football table and accessories  
Fire extinguisher  
Ride on toys1  
Pram x 1  
Dolls x2 and accessories  
Tent  
Bar chairs x2  
Framed football Tshirt  
Framed disc Queen  
Framed jockey trousers  
Ball  
Children size pool table/table tennis/air hockey and accessories

**OUTDOOR FURNITURE:**

Wooden table  
Chairs x8  
Wicker sofa and cushions  
Wicker chairs and cushions x2  
Wicker table with glass  
Wicker chairs x4 with cushions  
Sun loungers x2