

Kings House & Kings Cottage Wokingham

Booking Terms (updated 30 June 2020)

These terms and conditions apply to all bookings made to stay at Kings House Wokingham, whether made via our website, a travel website, by email or over the telephone. They contain important information about your stay and we kindly ask that you read these carefully. If there is anything you would like to discuss regarding your booking or these terms and conditions, please don't hesitate to contact us.

Who Are We

Kings House and Kings Cottage Wokingham are owned by Mike & Jean Bundred at 298 Barkham Road, Wokingham, Berkshire, RG41 4DA.

How To Contact Us

You can contact us by completing the form on the 'Contact' page of our website, by telephoning 077 999 27055 or emailing mike@bundred.com.

Prices & Payment

The price payable is for your chosen accommodation for the number of nights stated in your confirmation letter. The price includes central heating, electricity, bedding linen, towels and tea towels. We require a non-refundable deposit of 1/3 of the price to secure your booking, and the balance 6 weeks before your arrival. We reserve the right to rebook the property if payment is not made on time, the deposit paid will be forfeit. We take payment by bank transfer, debit or credit card. Your booking is completed when we acknowledge receipt of your booking request and deposit. Prior to this the booking will be regarded as provisional. Provisional bookings are held for a maximum of 24 hours only.

Housekeeping, Breakages & Damages

The accommodation must be left in a clean and tidy condition. We reserve the right to charge you if in our opinion the accommodation needs additional cleaning than would otherwise be reasonably expected. We are sure that you will take care whilst you stay with us, and we acknowledge that accidents sometimes happen. All damage, loss or breakages must be notified to us immediately. We reserve the right to charge for damage, loss or breakages which we consider to be deliberately or recklessly caused. If the damage is discovered after you depart, you will be notified as soon as practicable. We require a Housekeeping bond of £200. This is held against loss, damage, breakages or excessive cleaning being required. If these occur a deduction of up to 100% will be made, and further charges may also be due, otherwise the bond will be returned.

Occupancy & Unauthorised Additional Guests

Your house will be ready at 4pm; please let us know if you expect to arrive much later. There is gated parking nearby available on request. We ask you to vacate your house by 10am on the day of departure.

Any children under 18yrs must be accompanied by an adult. The stated number of people booked for the property cannot be exceeded. Kings House and Kings Cottage are for the exclusive use of paying guests only. Please note you are not entitled to invite non-paying guests onto the premises without prior permission.

We reserve the right to ask you and your guests to leave, without notice, if these terms are breached, and you will be charged further sums commensurate with the additional number of guests, inconvenience, damage, breakages, and additional cleaning caused. These terms are to discourage use of Kings House or Kings Cottage as an unauthorised party venue, and will be strictly enforced. (they are not intended to prevent you inviting the occasional additional 1-2 people to have tea with you!)

Coronavirus update: your check in times may vary to allow deep cleaning of the property between lets, please refer to your booking confirmation for details.

Smoking & Pets

We have a no smoking policy in all our cottages. We are sorry, but we cannot accept pets. We reserve the right to ask you to leave immediately if you breach these policies. Whether or not you are asked to leave, we reserve the right to charge you further sums if we are unable to re-let the accommodation whilst it is fully aired.

Noise and Nuisance

You must not cause a nuisance or disturbance to neighbouring accommodation or behave in an unreasonable way. The playing of music or any noise which is clearly audible in nearby accommodation is not permitted after 11pm. Breach of this policy will render you to further charges. Alternatively, we reserve the right to ask you to leave immediately.

Town Centre Location

The owner accepts no responsibility or liability in connection with the suitability or non-suitability of the property for the signatory or the persons listed on the booking form. The renter accepts that the property is situated in a town centre and is affected by traffic noise and people walking by. The renter and any authorised guests acknowledge the town centre nature of the property.

Symptoms of Coronavirus or request by UK authorities to self isolate

If you, or members of your group, develop symptoms or are asked to self-isolate whilst staying on our premises, you will be required to vacate immediately, and return to your permanent address as soon as possible, adhering to government guidance at all times. You will not receive a refund of any monies.

Cancellation By You

If you cancel more than 6 weeks before your arrival you will lose your deposit, but will not be charged for the remainder of your booking. If you cancel within 6 weeks of your arrival we reserve the right to require payment of your balance, and/or retain the full balance of the whole of your booking, less any costs saved by us a result of your cancellation (for example if we are able to re-

let your accommodation). Cancellations must be confirmed in writing. We suggest you take out a travel insurance, which provides cancellation cover.

Coronavirus Update: Under government guidance, you should not travel from your primary residence if you or any of your group develop symptoms of coronavirus, or are advised to self-isolate prior to your travel. If you are required to cancel due to your, or any of your groups illness, advise to self-isolation or restrictions on your ability to travel imposed by non-UK governments, or any other restriction that can be reasonably deemed to apply to you or your group, and would not apply to the majority of other guests, you will not receive a refund.

Cancellation by Us

If in the unlikely event we are forced to cancel your booking we will attempt to offer you alternative accommodation. If this is not available (or acceptable to you) then we will refund all monies already paid by you and confirm that you are not liable for any further payments to us. In any circumstances where you are proved entitled to compensation, the limit of our liability to you arising from breach of contract is to a maximum of 1.25 times the cost of your booking. If suitable accommodation is available, then this will not be regarded as breach of contract on our part, and no compensation is payable. If alternative accommodation is normally offered at a lower rate, you will be refunded the difference, if it is offered at a higher rate, you will not be charged the difference.

Coronavirus update: if WE are required to close our premises due to UK government general restrictions on travel, overnight stays, or other 'lockdown' measures directly affecting Kings House or Kings Cottage if a specific outbreak of Coronavirus forces closure of our properties for deep cleaning you will be offered a full refund or opportunity to transfer your booking to a different date.

Our Liability

We do not accept any liability for damage to your property or injury to you (or members of your party) whilst on our premises unless caused by the negligence of us, or our employees.

Coronavirus update: We do not accept liability to you or members of your group in the event of you contracting coronavirus whilst on our premises unless this is caused by the negligence of us, or our employees.

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Last Updated 30/06/2020