

Parsons Grove Holiday Cottages

Terms and Conditions

1. Booking

- 1.1. Bookings may be made via the Parsons Grove Holiday Cottages website at www.parsonsgrove.co.uk or by telephone. All bookings must be accompanied by a deposit.
- 1.2. Your booking is complete once you have received confirmation from Parsons Grove Holiday Cottages in writing or by e-mail and following receipt of your 25% deposit in cleared funds.

2. Deposit

- 2.1. A non-refundable deposit of 25% of the full tariff is payable at the time of booking. The balance of the tariff must be paid at least eight weeks before the start date. If your holiday begins less than eight weeks from the time of booking, the full tariff is payable on booking.
- 2.2. Exceptions: Bed and Breakfast bookings are secured by a non-refundable 25% deposit with the balance payable on arrival at Parsons Grove.
- 2.3. If your booking includes both Self Catering and Bed and Breakfast Cottages (whether for Self Catering or Bed and Breakfast) then clause 2.1 will apply to the whole booking.

3. Cancellation

- 3.1. Once a booking has been confirmed by Parsons Grove, the booking can only be changed with the written agreement of Parsons Grove Holiday Cottages.
- 3.2. If you wish to cancel the booking, you must notify Parsons Grove Holiday Cottages in writing.
- 3.3. A booking can only be cancelled prior to the start of the letting.
- 3.4. In the event that a cancellation is made then the deposit is non-refundable and a cancellation charge is payable depending on the number of days before the letting start date.

Cancellation Charge (as a percentage of the total cost of the letting)

- 0-13 days 100%
- 14-27 days 75%
- 28-55 days 60%
- 56+ days Deposit Paid

4. Arrival and Departure

- 4.1. All lettings commence on Saturdays unless otherwise agreed in writing by Parsons Grove Holiday Cottages.
- 4.2. Lettings commence at 4:00pm on the day of arrival and terminate at 10:00am on the day of departure (unless otherwise agreed in writing by Parsons Grove Holiday Cottages).
- 4.3. The maximum letting period is 28 days.

5. Price changes

- 5.1. Parsons Grove Holiday Cottages have made all reasonable efforts to accurately describe the property in the information that we publish.
- 5.2. You acknowledge that minor differences may arise between the information given and the actual property itself.
- 5.3. Parsons Grove Holiday Cottages will not change the price you have been quoted and that which has been agreed as payable in writing.

6. Method of Payment

- 6.1. Payments may be made by credit or debit card, BACS, cheque (drawn from a UK bank only) or cash.
- 6.2. Cheques should be made payable to Parsons Grove Holiday Cottages.
- 6.3. Post-dated or undated cheques are not acceptable.

- 6.4. All cheques must be sent to Parsons Grove Holiday Cottages, Earlswood, Chepstow, Monmouthshire NP16 6RD.
- 6.5. Any charges raised against Parsons Grove Holiday Cottages by their bank for handling dishonoured cheques, bank transfers or any other payments will be passed on to you and you are liable to reimburse Parsons Grove Holiday Cottages within seven days of receipt of notification from Parsons Grove Holiday Cottages.
- 6.6. Overseas applicants may pay by Sterling cheque drawn on a UK bank or by BACS to Parsons Grove Holiday Cottages own bank (details available on request).

7. The Holiday Letting

- 7.1. The letting confers upon you the right only to occupy for a holiday within the meaning of Schedule 1, Paragraph 9 of the Housing Act 1988.
- 7.2. The letting does not confer upon you a shorthold tenancy.

8. Published Information

- 8.1. Some of the information published by Parsons Grove Holiday Cottages relates to matters beyond the properties such as shops and public houses. Changes to external facilities are outside Parsons Grove Holiday Cottages control. If Parsons Grove Holiday Cottages is aware of any changes to the information at the time of your booking, then it shall endeavour to inform you of these changes.

9. Liability

- 9.1. Parsons Grove Holiday Cottages cannot accept liability for any act, neglect or default on Parsons Grove Holiday Cottages part or any other person not within their employ or otherwise under their control, nor for any accident, loss, damage, costs, injury, expense or any other inconvenience or claim for compensation whatsoever, whether to person or property and whether caused by Parsons Grove Holiday Cottages, its employees or agents or otherwise, which you or any other person may suffer or incur arising out of, or in any way connected with the holiday letting. In addition, Parsons Grove Holiday Cottages accepts no liability for loss of or damage to your possessions on the Owners' property or land.
- 9.2. We accept no liability for any loss of income or revenue, loss of business, loss of profits or contracts, loss of anticipated savings or for any indirect or consequential loss or damage of any kind however arising and whether caused by tort (including negligence), breach of contract or otherwise, even if foreseeable.
- 9.3. Nothing in these conditions excludes or limits the liability of Parsons Grove Holiday Cottages:
- 9.4. for death or personal injury caused by Parsons Grove Holiday Cottages;
- 9.5. or under section 2(3), Consumer Protection Act 1987; or
- 9.6. for any matter which it would be illegal for Parsons Grove Holiday Cottages to exclude or attempt to exclude their liability; or
- 9.7. for fraud or fraudulent misrepresentation.
- 9.8. In all cases, except for personal injury or death, our liability to you for the total of all claims arising out of the letting is limited to the cost of the booking fees less any insurance or cancellation charges.

10. Your Obligations

You agree:

- 10.1. to pay for any losses or damages to the property, caused by you or a member of your party (reasonable wear and tear excluded, which for the avoidance of doubt means repairs that are decorative and wear out or come adrift in the course of reasonable use) which will be determined at the Owner's discretion;
- 10.2. to take good care of the property and leave it in a clean and tidy condition at the end of the letting.
- 10.3. to permit the Owner reasonable access to the property;
- 10.4. not to part with possession of the property, or share it, except with members of the party confirmed in the booking;
- 10.5. not to sell or transfer the booking to another without the written consent of Parsons Grove Holiday Cottages;

- 10.6. not to use a cot for a child over the age of 12 months; and
- 10.7. not to have anyone other than those detailed at the time of the booking and listed in the Booking Confirmation staying at the property; and
- 10.8. to respect the well-being of neighbours and not to cause any annoyance or become a nuisance. Complaints from adjoining or nearby occupants to Parsons Grove Holiday Cottages regarding your behaviour may result in the Owner requiring you to leave the property immediately without a refund of any monies paid by you.

11. Breach of Contract

- 11.1. If there shall be a material breach of any of these conditions by you, Parsons Grove Holiday Cottages reserves the right to re-enter the property and terminate the letting.
- 11.2. If there shall be a material breach of any of these conditions by Parsons Grove Holiday Cottages then you have the right to terminate the letting.
- 11.3. In the event that Parsons Grove Holiday Cottages is unable to find someone else to occupy the property for the remainder of your stay, no refund of any sums you have paid will be returnable to you.

12. Complaints

- 12.1. Parsons Grove Holiday Cottages tries to take every care to prepare the properties to a standard whereby you will enjoy your holiday. If a problem or cause for complaint does arise, please contact Parsons Grove Holiday Cottages immediately. Every effort will then be made to assist you. It is frustrating for all parties if you write after your holiday to inform Parsons Grove Holiday Cottages of a problem that could have been solved had Parsons Grove Holiday Cottages known at the time.
- 12.2. If Parsons Grove Holiday Cottages was denied the opportunity of investigating the complaint within a reasonable time or denied the opportunity to put matters right during the letting, then this may result in a reduction of any compensation payable to you arising out of such a complaint.

13. Data and Privacy

- 13.1. In making a booking we will ask for personal information such as your name, postal address, email address, telephone number and payment details. We may use the data to inform you about news and information we think may be of interest to you. We will not pass your information onto any third parties for the purposes of administration. By booking with us you are deemed to have consented to use of personal information for these purposes. If you decide that you would prefer that your information is not used in this way or that you do not wish to receive such information, please contact us in writing or by email to parsonsgrove@btconnect.com.
- 13.2. Parsons Grove Holiday Cottages is committed to protecting your privacy. We will only use the information that we collect about you lawfully, in accordance with the Data Protection Act 1998.

14. General

None of the cottages are equipped with a landline. Mobile phone reception is very limited at Parsons Grove Holiday Cottages and Parsons Grove Holiday Cottages cannot be held responsible for poor service provision. Parsons Grove Holiday Cottages offer free wifi internet access throughout the cottages; if the service is ever disrupted Parsons Grove Holiday Cottages cannot be held responsible and will not issue compensation because of the disruption.

15. Validity Condition

If any term or provision in these booking conditions is found by any court, tribunal or administrative body of competent jurisdiction to be wholly or partly illegal, invalid, void, voidable, unenforceable or unreasonable it shall to the extent of such illegality, invalidity, voidness or unreasonableness be deemed severable and the remaining provisions of the booking conditions and the remainder of such provision shall continue in full force and effect.

16. Governing Law

The contract embodied in the booking is governed by UK and EU law, and subject to the exclusive jurisdiction of the appropriate courts.

Parsons Grove Holiday Cottages

Access Statement

Parsons Grove is situated in its own grounds on the side of a valley, the access to the property is via a private lane which is steep in places. The woodland walks utilise the valleys natural woodland and pastures and in some parts are sloping and uneven underfoot.

The car parking areas have a tarmac surface and are on a gentle slope in some areas. Access is available direct to the front of each cottage from the tarmac parking areas. Access to the swimming pool and children's play areas are via gently sloping lawns.

The nearest major town, Chepstow, is 5 miles away public transport (bus stop) is 0.5 miles at the top of the lane. Transport can be arranged from the local public transport by prior arrangement.

Reception

For checking in and tourist information/maps etc.

- It is approached by a flat paved area some 10 meters from the car park.
- Check in and information is available in the cottage therefore access to the reception is not normally necessary

Laundry room

Washing machines, tumble drier and ironing facilities

- Access is from the main car park and requires a 5 meters sloping decent across a gravelled area
- Door width 1200mm
- Standard sized washing machines and drier at ground level
- Standard size sink unit in work surface at 1000mm with electric slot machine 500mm above

Self catering

Wentwood View

Wentwood view is 3-4 bedroom cottage sleeping 6-8 people

- Entrance is up a sloping ramp (3 meters)
- Door is 900 mm wide
- Entrance is onto a small landing with stairs leading off to;
- 4 steps with a handrail up to a spacious bath (540mm high), separate shower cubicle door with front access door - 600mm. Toilet height is 400mm
- 7 Steps down to the main lounge/dining/kitchen areas – door 760mm
- 5 steps up to king size bedroom
- Further 7 steps up to second landing area with access via
- 2 steps to bedroom 2 (Double plus single) and large shower room with front access shower cubicle – door 600mm, toilet height is 420mm
- 3 steps to family suite with double bed in one room and day bed in adjoining room. Single step up to En-suite shower room with front access door – 620mm and separate toilet, toilet height 400mm
- The lounge, dining room/conservatory and kitchen are all on the same lower ground floor level
- Level access from the conservatory to the private garden which gently sloping access to the car parking area, door width 2450mm
- Kitchen entrance 800 mm wide, worktop 910mm, drop down oven door, floor level front loading washing machine and dishwasher.
- Remote control TV with Teletext
- Light switches and power points at sensible heights
- Mobile phone reception can be varied

Wentwood view is based on an old cottage spread over 3 floors so is unsuitable for wheelchair access.

Fern Cottage

Fern cottage is a 2 bedroom cottage sleeping 4 on one floor but has 2 steps down to the lounge/dining area

- Entrance – 2 steps up to door way 800mm wide
- Separate kitchen with units at 910mm, low level fridge and cooker
- Twin bedroom directly off entrance hall
- Double bedroom directly off entrance hall (with walk through access to the lounge area)
- Dining/lounge area with patio doors to small level decking area which has level access to the car parking area
- Bathroom has direct level access from entrance hall. Bath height 540mm with flexible shower over. Toilet height 440mm
- Light switches and power points at sensible heights
- Mobile phone reception can be varied
- Remote control TV with Teletext
- Decked veranda area accessed from outside via 2 steps

Vine Cottage

A one bedroom studio cottage based on one level floor

- Open plan bedroom/dinner/lounge. One super king bed or twin singles
- Direct access from the car park via front door 820mm wide
- Separate kitchen with units at 940mm, low level fridge and cooker
- Bathroom has direct level access from entrance hall. Bath height 550mm with flexible shower over. Toilet 400mm
- Light switches and power points at sensible heights
- Mobile phone reception can be varied
- Remote control TV with Teletext
- Decked veranda area accessed from outside the cottage via 2 steps

Bed and Breakfast

Beech Cottage

A two bedroom studio style apartment on one floor

- Direct access from the car park, front door 800 mm wide
- Open plan bedroom / sitting room. One double bed plus one single in small adjoining room, door 600 mm
- Bathroom has direct level access from main room. Bath height 540mm with flexible shower over. Door 600mm, toilet height 400mm
- Light switches and power points at sensible heights
- Mobile phone reception can be varied
- Remote control TV with Teletext
- Decked veranda area accessed from outside the cottage via 2 steps
- 20 meter gently sloping tarmac access to breakfast room/reception, door 730mm
- Decked veranda area accessed from outside the cottage via 2 steps

Ash Cottage

An en-suite B&B apartment on one floor

- Double bed plus single bed
- Direct access from the car park, front door 740mm wide
- Bathroom has direct level access from bed room. Bath height 540mm with flexible shower over. Door 740mm, toilet height
- Light switches and power points at sensible heights
- Mobile phone reception can be varied
- Remote control TV with Teletext
- 20 meter gently sloping tarmac access to breakfast room/reception, door 730mm

Parsons Grove Holiday Cottages Privacy Policy

Parsons Grove Holiday Cottages are committed to respecting and protecting the privacy of the users of our services.

This privacy policy relates to information collected on our website www.parsonsgrove.co.uk, via email, in writing or verbally.

Please check this policy regularly as we may change it if and when we add further sites or domains relating to Parsons Grove Holiday Cottages.

Our Privacy Policy is intended to let you know;

1. When and how we collect information from you
2. What information is collected and how it is used
3. About consent and assurance
4. What security measures are in place to protect this information;
5. Your rights in relation to this information;
6. About Policy changes
7. How to contact us if you have any queries about this policy.

1. WHEN AND HOW WE COLLECT INFORMATION FROM YOU

We collect data from you:-

- 1.1. when you make an enquiry via our website or via email directly to us at parsonsgrove@btconnect.com
- 1.2. when you advise us that you are happy for us to send information to you in the future.
- 1.3. when you register your details on our website, via email, in writing or verbally
- 1.4. via data capture devices using cookies and studying which pages you have visited most frequently.

2. WHAT INFORMATION IS COLLECTED AND HOW IT IS USED

The data we collect may be personal data and may include your name, e-mail address, credit or debit card number and expiry date. We may also ask for your telephone number to enable us to contact you in the event that a problem arises.

Personal Information

We will ask you for your name, address, email and telephone details, we will use this information to:

- 2.1. confirm bookings
- 2.2. contact you in the event of a problem
- 2.3. from time to time, we may also forward a newsletter to your email address. This would contain information on new features and services in relation to Parsons Grove Holiday Cottages

Financial information

If you wish to make a booking over the telephone we will require your credit or debit card number and expiry date in order that a deposit payment or full payment can be made.

- 2.4. Your financial information is used solely for this purpose.
- 2.5. As part of payment processing, your financial information will be passed to a credit card processing company. No record of your financial information will be held by us or otherwise by us following the processing of your payment.
- 2.6. The credit card processing company does not use, share, retain or store this information for any purpose, other than to process your payment for the above purpose.

Cookies

- 2.7. Cookies provide information regarding the computer used by a visitor. We may use cookies where appropriate to gather information about your computer in order to assist us in improving our website.
- 2.8. Where used, these cookies are downloaded to your computer and stored on the computer's hard drive. Such information will not identify you personally. It is statistical data. This statistical data does not identify any personal details whatsoever
- 2.9. You can adjust the settings on your computer to decline any cookies if you wish. This can easily be done by activating the reject cookies setting on your computer.
- 2.10. Our advertisers may also use cookies, over which we have no control. Such cookies (if used) would be downloaded once you click on advertisements on our website.

3. CONSENT AND ASSURANCE

- 3.1. By disclosing personal information to us you consent to the collection, storage and processing of information in the manner described in this Policy.
- 3.2. We will not make your personal information available to any third parties.

4. SECURITY MEASURES AND PROTECTION OF INFORMATION

- 4.1. We use our best efforts to protect your information off-line
- 4.2. Our security procedures for storing and disclosing customer details conform with the Data Protection Act 1998 so as to prevent unauthorised access to it.
- 4.3. NO financial details are stored either in hard copy or on computer disc. Once financial information is used for its intended purpose you will be advised by email, in writing or verbally and it will be destroyed.
- 4.4. Your personal details will only be accessible to employees of Parsons grove Holiday Cottages who genuinely need to have access in order to perform their job.
- 4.5. The Site may, from time to time, contain links to other web sites. We are not responsible for the privacy practices of the owners and operators of these sites. We therefore encourage you to read the privacy statements and policies on each site to which you are asked to submit personal information.

5. YOUR RIGHTS IN RELATION TO THIS INFORMATION

- 5.1. If you wish to change any of your personal information, please advise us by email or in writing.
- 5.2. You also have the opportunity and right to 'opt-out' of having your information used for purposes not directly related to Parsons Grove Holiday Cottages booking procedure at the point where we ask you for that information. For example, if you do not wish to receive newsletters, promotional emails or marketing material, simply advise us via email or in writing

6. POLICY CHANGES

- 6.1. Please note that we reserve the right to change this policy at any time in the future, with or without notice. Should we decide to change the policy, we will post notification of the changes on 'about this Site' section on the left navigation bar.

7. QUESTIONS

- 7.1. If you have any questions about this document or our procedures please contact us at parsonsgrove@btconnect.com