



Booking Terms & Conditions

In these booking terms and conditions, 'you' and 'your' means all persons named on the booking form (including anyone who is added or replaced at a later date after the booking is made). 'We', 'us' and 'our' means Retreat Group (Management) Limited, trading as Retreat Group, Scotland Retreat, Ireland Retreat, England Retreat and Wales Retreat.

"Overseas" means any booking outside of the UK.

Retreat Group, Scotland Retreat, Ireland Retreat, England Retreat and Wales Retreat are trading names of Retreat Group (Management) Limited.

Before making a booking through us, please read these booking conditions carefully and all the other information relevant to your booking, including:

- the property rental conditions (which means all information in any specific conditions or restrictions set out in the website, printed or electronic collateral or social media description of your chosen properties);
- the important information section of the website, printed or electronic collateral or social media publications we tell you about; and
- any other written information we may have brought to your attention prior to confirming your booking with us.

We make arrangements for bookings of properties and travel arrangements as an agent and representative of the property owner.

When you book a property with us acting as agents for the owner or arrange any travel or other services through us, you are entering directly into a contract with the owner or the service provider (whichever applies) and we may charge a fee for arranging your booking (booking fee).

We accept no legal responsibility for any contract you enter into for the property or travel arrangements or for the acts or failure to act of any owner or supplier or other person connected with your booking. Your contract will be with the supplier of the arrangements. When making your booking we will arrange for you to enter into a contract with the applicable supplier. Your booking with us is subject to these booking conditions and the specific terms and conditions of the supplier you contract with.

All properties on our website, printed collateral, electronic collateral and social media are offered by the owners for the sole purpose of holiday and incentive travel lettings, unless expressly agreed otherwise in writing by the owner and us. Accordingly, you agree that your booking is for the sole purpose of holiday accommodation or incentive travel and accept that you are not offered any rights to the property other than the right to occupy the property as holiday accommodation or incentive travel for the period of your booking. No booking of any kind is an 'Assured Shorthold Tenancy' or protected under the Protection from Eviction Act 1977, or any similar legislation that applies in Scotland and Northern Ireland.

1. Making your booking

All bookings depend on the property and other arrangements being available. You, as the person in charge of the party ("the party leader"), must be at least 18 years old at the time of booking. All other members of the party must authorise you to make the booking on the basis of these booking conditions. By making the booking, you confirm that you are authorised to make the booking and that all other members of the party agree that the

booking will be governed by these booking conditions. You, as the party leader, are responsible for making all payments due to us, not anyone else.

As long as the property is available and we have received all the relevant payments from you, we will give you written confirmation (see below) as soon as reasonably possible. This confirmation will show your booking details, the amount you have paid and the amount you still owe for the booking. Your binding contract with the owner will begin when we issue you with the written confirmation on behalf of the owner. For bookings made within 14 days of the departure date, you will have a binding contract with the owner when we give written confirmation of your booking to you and you have made the appropriate payments to us. If you pay the deposit into our bank account, it will not mean we have accepted a booking unless we have issued you with written confirmation.

Please do not make any travel arrangements until we have issued you with written confirmation. Written confirmations are sent via email. It is your responsibility to check your emails regularly and to let us know about any change to your email address.

We, on behalf of the owner have the right to refuse any booking before and after we send written confirmation. If we do this, we will tell you in writing and promptly refund any money you have paid to us. In this case, neither we nor the owner will have any legal responsibility to you.

We accept no responsibility to bookings you have subsequently made for travel, or another subsidiary booking based on your confirmed booking with us. Examples of this, however not limited include food, excursions and activities.

As soon as you receive your confirmation, you must check the details carefully. If anything is not correct, you should tell us immediately. Please ensure that names are exactly as stated in the relevant passport. As we act only as the property booking agent, we have no responsibility for any errors in any documentation except where an error is made by us. If you book through a third-party travel agent / affiliate booking agent, you will receive booking confirmation and all other documents via them.

Where we offer the option of a provisional booking, the property will be released for general sale after the agreed time period unless you fully confirm the booking.

Even if we have sent a written confirmation, we on behalf of the owner have the right to cancel a booking where there are reasonable grounds to believe that (i) it is not legitimate (ii) you are likely to breach any of our booking conditions (iii) information supplied by you in relation to your booking is incorrect (iv) you have behaved in a vexatious, abusive or unlawful manner to owners or to our staff. If we cancel your booking, we will tell you in writing and neither we nor the owner will have any legal responsibility to you.

2. Payment

When you book, you must pay the deposit amount then due plus any applicable booking fee by debit or credit card, or by sending a bank transfer. We only accept payment in pounds sterling. We must then receive the remainder of the money owed no less than 10 weeks before the start of your stay, or no less than 12 weeks where the property is stated to sleep 10 or more people. We will automatically collect the balance owed on the card that you used to pay the deposit, unless you settle the amount owed before that date or unless you tell us otherwise, however, if you book less than 10 weeks before the start of your stay (or less than 12 weeks before the start of your stay where the property is stated to sleep 10 or more people), we must receive full payment of the total cost of your booking (including any insurance premiums) when you make the booking. For any arrangements booked less than two weeks before the start of your stay, you must pay for the booking in full by debit or credit card, or by bank transfer, at the time of booking.

In respect of long-term stays (28 days plus) we reserve the right to take full payment for the duration of the stay at time of booking.

If you do not pay any payment due in relation to your booking by the appropriate date, we, on behalf of the owner are entitled to assume that you want to cancel your booking. In this case, your booking will be cancelled immediately and the provisions of either Section A, clause 7b or Section B, clause 6 will apply, as applicable. You may also need to pay additional charges. Please see section A, clause 7b or Section B, clause 6 as appropriate.

There is no charge for bank transfer, debit or credit card payments. If your bank refuses to make your payment for any reason, we are entitled to make an administration charge of £30.

Please note that we act as an agent and that other than any booking fee (which we may charge ourselves for the services we provide in administering your booking) all charges (including cancellation charges) and refunds are made for and on behalf of the owner.

Except where otherwise advised or stated in, all monies you pay to us for the arrangements (except for insurance premiums, bookings fees and our commission) will be held by us on behalf of the owner and forwarded on to them in accordance with our agreement with them.

3. Pricing

We keep the prices charged by the owner under constant review and the prices of unsold arrangements may be increased or reduced at any time. We may also correct mistakes in the pricing of unsold arrangements at any time. We will confirm the price of your booking when you make it. As changes and mistakes can happen, you must check the price and all other details of your chosen arrangements at the time of booking.

All prices quoted or otherwise given to you include all charges and any taxes or government charges which may apply to your booking at the time it is made. You may also be required to pay any additional taxes that arise after your booking has been confirmed, should this be later confirmed to us by the relevant government or tourism authority.

It is possible that the applicable rate of tax may increase between the date on which you make payment for your holiday and the date on which your holiday starts. In this situation, we will notify you of the additional amount of tax due and will take an additional payment in respect of this increased amount of tax from the last card used to make payment, with such payment being taken on or around the date your holiday starts.

We can pass on to you, in full, after we have confirmed your booking, all costs or charges the owner makes to us which are connected with your booking.

All accommodation prices are for the property as a whole and are not on a per person basis, except when an extra person charge applies.

We can charge a booking fee for the services we provide in administering your booking. Any booking fee will be stated in our printed and electronic collateral, and on our website and will be shown as a separate charge on your booking confirmation.

4. Tactical offers with a lower deposit than normal

From time to time we make offers giving you the chance to book properties with either no deposit, or a deposit which is lower than usual. We will give you details of any extra terms that may apply to the offer before, or when, you make your booking. You should read these extra terms with these booking conditions as both apply to your booking. If you book a property with either no deposit or one which is lower than usual, you also agree to pay the difference between the amount paid and the usual deposit (see table below), plus any booking fee or travel insurance premiums due, either at the time the balance of your booking is due or, if you cancel, at the time you cancel the booking. If you cancel, you must also pay all other cancellation charges which may apply.

Please see section 6 for details on cancellations. You will still have to pay any travel insurance premiums at the time of booking if this is something you have chosen.

Retreat Group (Management) Limited can decide to extend or withdraw any offer at any time, should we wish to do so.

We may require higher deposit amounts for some bookings, the exact deposit amount will be confirmed at the time of booking.

Accommodation Cost	Usual Deposit Amount
£1 - £300	£250
£301 - £500	£250
£501 - £700	£300
£701 - £1000	£350
£1001 - £1500	£400
£1501 - £2000	£450
£2000 +	£550

5. Website and marketing collateral details

We always aim to make sure that the information provided by owners is presented accurately on our website and all collateral, promotional literature, social media or material we produce and provide to you. It is intended to present a general idea of the arrangements. Not all details of the relevant facilities can be included on our website. Furthermore, there may be small differences between the actual property/arrangements and its description. This is usually because the owners are always aiming to improve services and facilities for guests and improving the products on offer. On rare occasions, problems mean that some facilities or services are not available or may be restricted. If this happens, we will tell you as soon as reasonably practical after we become aware of the situation. We cannot accept responsibility for any changes or closures to local services, amenities or attractions mentioned in any collateral, promotional literature or on our website, by our advisers or advertised elsewhere. We make reasonable efforts to make sure that information we give you about your property and its facilities or services, as well as advertised travel and other services, is accurate and complete on the date given. We cannot accept responsibility for any inaccurate, incomplete or misleading information about any property/arrangements or its facilities and services, unless this was caused by our negligence.

Where Wi-Fi is an advertised facility, please note that its provision is subject to availability and network conditions. It may not be available 24 hours a day and is provided for pleasure not for business purposes. Bookings are not accepted if they are wholly reliant on the uninterrupted, unlimited provision of Wi-Fi.

6. If you make changes or cancel your booking

[Terms and conditions around cancellation and making changes to your stay do not apply to third party bookings made via other online travel agents such as, but not limited to Airbnb, Vrbo and Booking.com. The standard booking terms and conditions published via their website at time of booking supersede our terms and conditions with regards to cancellation and making changes to your booking]

a) Changes

If you want to change any detail of your confirmed booking, we will do our very best to make the necessary changes. However, we must receive your notice in writing via email. We may agree to accept notice over the telephone, but this should be arranged with us first and is not automatically accepted because you have called a member of our team. Some owners may treat changes to your dates or property as a cancellation of the original booking and so you will have to pay cancellation charges. Also, we cannot guarantee that the owner concerned will be able to meet your request. Changes can only be accepted in accordance with the owner's terms and conditions. You will be asked to pay us an administration charge of £35 for each change. In addition, where the owner can meet your change request, you will have to pay any costs incurred by them in facilitating this change for you, which will be charged at the current website price, which may be different from the price in the website from which you booked your initial chosen arrangements.

b) Full cancellations (This does also not apply to cancellations covered by clause 7e)

If you have to, or want to, cancel your booking after it has been confirmed, you must contact us by email or phone as soon as possible. The day we receive your notice by phone to cancel is the date on which we will cancel your booking with the owner. Telephone messages are not accepted as notice for wishing to cancel your booking.

You will have to pay a cancellation charge based on the number of days before the arrival date at the property that we receive notice, as shown in the following table. This means that if you have paid the balance of your total holiday cost and then have to, or want to, cancel, you may receive a refund of part of the cost. However, if you

have not paid your total booking cost, including any booking fee and the premiums for any insurance (if you have bought this) by the time of your cancellation, you may have to make a further payment to cover the cancellation charge.

For the purpose of the table below, total cost means the total cost of the accommodation booking, including any extra items. You will still have to pay any insurance premiums, booking fees, credit-card charges and administration fees for making any changes. If you have already paid insurance premiums, booking fees, credit - card charges and administration fees, we will not refund these if you cancel. The cancellation charges below have been calculated as a genuine pre-estimate of the losses we would incur in the event you cancelled your holiday within the stipulated time period.

If you have already paid insurance premiums, booking fees, credit-card charges and administration fees, we will not refund these if you cancel.

7. Cancellation charges

Number of days before the start date of your trip that we receive your notice to cancel (or on which you are deemed to have cancelled)	Cancellation charge (plus all booking fees, any insurance premiums or administration fees you owe)
More than 70 days / More than 84 days (properties stated to sleep 10 or more people)	Full deposit (including any balance of the deposit due)
57 to 70 days / 57 to 84 days (properties stated to sleep 10 or more people)	50% of the total cost or full deposit (including any balance of deposit due), whichever is greater.
43 to 56 days	60% of total cost
29 to 42 days	75% of total cost
8 to 28 days	90% of total cost
7 days or less	100% of total cost

c) Cutting short your stay

Should you need to cut short your trip, no refunds are payable in this event, unless clause 7e applies.

d) Part cancellations

If only one person in your party needs to cancel, this will not affect the total cost of your booking as we charge per retreat, not per person.

e) Cancellations due to government public health measures

If you cancel your booking because UK, Scottish, Welsh or Ireland government public health measures mean you are not allowed to travel or you are prevented from using your booking, you may choose to:

- transfer your booking to a later date free of any charged related to administration, but subject to availability - you will have to pay any difference in price if the cost of the new booking is higher or be reimbursed the difference if the cost of the new booking is lower;
- request a voucher with a redemption value equal to the amount previously paid by you for the booking – the voucher terms and conditions will be available to you before you make your choice under this clause; or
- obtain a refund of the amount already paid by you for the booking.

If you must cut short your stay because of England, Scotland, Wales, or Ireland government public health measures, you will be entitled to a pro- rata refund of the cost of the accommodation (including any extras) paid by you for the booking, but any insurance premiums, booking fees or administration charges paid will not be refundable.

You will have to contact us in order to access these options.

8. Changes by the owner or service providers

The property owner does not expect to have to make any changes to your booking. However, sometimes bookings have to be changed or mistakes have to be corrected. Owners however do reserve the right to make changes. If they do, we, on their behalf, will contact you (by phone if reasonably possible in the case of a significant change or by email in the case of a minor change) as soon as is reasonably practical. We will explain what has happened and let you know about the change. However, we will have no further liability to you.

9. Cancellations by us or the property owner

If we or the owner cancel your booking or are prevented from providing the accommodation you have booked, you may choose to:

- accept alternative accommodation – you will have to pay any difference in price if the cost of the new accommodation is higher or be reimbursed the difference if the cost of the new accommodation is lower;
- request a voucher with a redemption value equal to the amount previously paid by you for the booking – the voucher terms and conditions will be available before you make your choice under this clause; or
- obtain a refund of the amount already paid by you for the booking.

We will contact you to inform you of these options.

10. Our legal responsibilities to you

As we act only as agents for the owner, we cannot accept any legal responsibility for any act or neglect on their part or of anyone representing or employed by them. And we cannot accept any liability for any problems or faults with or in any property or travel arrangements as all properties and travel arrangements are only controlled by the owners. Your contract is with the owner, and is governed by their terms and conditions, which may contain other limits on their legal responsibility. Our responsibilities to you are limited to making the booking in accordance with your instructions. We accept no responsibility for any information about the arrangements that we pass on to you in good faith. If you have any complaints about any services we provide e.g. our booking service (as opposed to the arrangements provided by the owner), you must let us know immediately in writing and in any event within seven days of the end of any arrangements booked through us. Unfortunately, we cannot accept any legal responsibility if you do not let us know. If we are found to be at fault in relation to any service we provide (as opposed to any service provided by the owner for whom we are not responsible), we will not pay more than the commission we have earned for the booking (or the appropriate proportion of this if not everyone on the booking is affected), plus any reasonable expenses you cannot recover from elsewhere. We do not exclude or limit what we will be legally responsible for if death or personal injury is caused as a result of our negligence or that of our employees whilst acting in their course of their employment, or for any criminal act we may commit. We always ask that you take out the necessary travel and personal liability insurance prior to commencing your trip.

Neither we nor the owner can be held responsible for noise or disturbance which comes from beyond the boundaries of the property or which is beyond the owner's control. If we know about a problem before you arrive, we will contact you to let you know.

We cannot be held responsible for the breakdown of mechanical equipment such as pumps, boilers, swimming - pool filtration systems, hot tubs, nor for the failure of public utilities such as water, gas and electricity.

11. Owners terms and conditions

The services which make up your holiday are provided by people, firms, companies and other organisations which are totally independent of us and for whom we act as agents. These service providers and owners provide services in line with their own terms and conditions. Some of these terms and conditions may limit or exclude their liability to you, usually in line with international conventions which apply (for example, the Athens Convention for international travel by sea). The terms and conditions are available from the suppliers if you ask.

12. Insurance

We recommend that you take out adequate travel insurance to cover you for your total stay. You will find details of the travel insurance policy we can recommend on our website.

We do not check insurance policies to make sure they are suitable, and this remains your responsibility. You are responsible for covering us if we suffer any losses or expenses arising out of your failure to take out proper insurance cover. We strongly advise you to take out insurance which will cover any damage which may happen to property belonging to other people and which may get damaged.

Please read your policy details carefully and take them with you on your break. It is your responsibility to make sure that the insurance cover you buy is enough for your needs.

13. Medical problems and guests with disabilities

If you or any member of your party has any medical problem or disability that may affect your booking, please tell us before you confirm your booking and give us full details in writing as early as possible before you travel. If the owner reasonably feels unable to properly meet that person's particular needs, we can refuse or cancel the reservation.

14. Your property

The owner has set the following conditions on your stay at the property:

Arrival and departure – Due to the additional cleaning and sanitisation needed given COVID-19, you can arrive at your property at any time after the agreed arrival time which is published on your booking confirmation on the start date of your rental period. You must leave by 10am on the last day. If your arrival will be delayed beyond 8pm on the start date of your rental period, you must contact the person whose details are given in the location guide. If you fail to do so, you may not be able to get into the property. If you fail to arrive by 12 noon on the day after the start date of your rental period and you do not let the person whose details are given on the location guide know you are arriving late, we on behalf of the owner may treat your booking as having been cancelled by you. In this situation, we will not refund any money you have paid.

Security deposits - Some owners require payment of a security deposit. If this applies to your chosen property, this is a direct arrangement between you and the owner, which we may or may not administer on behalf of the owner. The amount and details of how the payment should be made and how and when it will be returned (less any costs for breakages, damages etc. if applicable) will be provided at the time of booking.

Behaviour - You and all members of your party agree:

- to keep the property clean and tidy;
- to leave the property in the same clean and tidy condition as you found it when you arrived.
- to always behave in a way while at the property which does not break any law, be mindful that governing law differs across England, Scotland, Wales and Ireland.
- not to use the property for any illegal or commercial purpose;
- not to sublet the property or any part thereof or otherwise allow anyone to stay in it who we have not previously accepted on behalf of the owner as a member of your party.
- Not to behave in anti-social manner, breach the peace or otherwise act in a way which may disrupt or affect the enjoyment of others.

Maximum occupancy - You also must not allow more people than the literature states to stay overnight in the property. You cannot arrange for visitors to the property without the advance consent of the owner. You cannot significantly change the number of adults or children during your stay. (For example, if you book for two adults and two children, you cannot arrive with four adults and no children.) You must not hold events (such as parties, celebrations or meetings) at the property without the advance consent of the owner. If you do any of these things, the owner can refuse to hand over the property to you or can repossess it. If the owner does this, we will treat this as you are cancelling the booking. In these situations, you will not receive a refund of any money you have paid for your booking. And we or the owner will not be legally responsible to you as a result of this situation. (This will include, for example, any costs or expenses you have to pay due to not being able to stay in the property,

such as the cost of finding other accommodation.) Neither we nor the owner are under any obligation to find any alternative accommodation for you.

Pets - Pets are not allowed unless we say so in the literature / website. If you take a pet with you, it is not allowed upstairs, on beds or furniture, or in any shared facilities. You must not leave any pets unattended in the property, including any garden, and you must keep dogs on a lead within the boundaries of a property (including the garden). Registered assistance dogs are allowed in most properties featured in our literature / website even if the property description says that pets are not allowed.

Pet Allergy - If you or any member of the party has a pet allergy, we cannot guarantee that dogs, or other pets, have not stayed in your chosen property, even if the owner does not allow pets, nor can we accept any responsibility for any subsequent health reaction. It is your responsibility to make specific enquiries before booking as some property owners may take their own pets to a property. If there is a charge for taking a pet, you will be told at the time of booking.

No Smoking - all properties are no smoking, this includes electric cigarettes and vapes.

Location Information - This is used as a guide only, calculated based on average traffic. We cannot be held responsible for inaccurate information or traffic and other barriers which could cause delay between your starting location and the property destination.

15. Hot Tub

Many of our properties feature a hot tub which can provide a great deal of pleasure and relaxation to your retreat. However, there are strict rules and guidelines that must be adhered to when using the hot tub to ensure your ultimate safety and enjoyment.

Our non-exhaustive list of guidelines are an important health, safety and statutory requirement for the use of hot tubs used within a commercial environment and comply within the necessary regulations relevant to the country of your stay.

You are responsible for ensuring all members of the party, and their guests who reside or visit for the duration of your stay, are aware of, and strictly adhere to the guidelines.

A nominated provider acting on behalf of the property owner will visit periodically to check the water balance and quality. Water balance/chemicals may be adjusted as necessary, and results recorded. This procedure is a safety requirement for hot tubs in vacation rental scenarios and ensures that the chemical balance of the water remains continuously safe for your enjoyment throughout your stay.

It is important that the hot tub is kept clean for your own safety. Failure to do so results in the water balance changing which can seriously diminish the effectiveness of the sanitising chemicals. This in turn can lead to microbiological bacteria multiplying rapidly causing numerous hazards to the user's health.

- Always shower prior to using the hot tub. Do not submerge your head under the water, do not drink the water, or allow the water to enter your mouth.
- Rinse any swimwear before using the tub as detergents can create foam and discolour the water.
- Please report any illnesses following hot tub usage to us immediately.
- It is important that you do not tamper with the pre-programmed controls including the power source. The hot tub should never be turned off at the mains switch (even if you are not using it) and where controls and power settings are amended, there may be additional charges deducted from your security bond where appropriate.
- Extreme caution must be exercised when children are using the hot tub as children cannot regulate their own body temperature. Caution should be applied to the amount of time children use the hot tub.
- Children should never be allowed into the hot tub unaccompanied.
- Swimming is not permitted within the hot tub.
- The risk of drowning is present with all users, more so with children. You should not use the hot tub if you feel unable to enter and exit from the hot tub appropriately or have a basic level of mobility.
- Pregnant women, persons suffering from obesity, heart disease, low or high blood pressure, circulatory problems, or diabetes should consult a doctor before using the hot tub.
- Do not use the hot tub immediately after strenuous exercise.
- You should test the water with the back of your hand before entering the hot tub to ensure the temperature is at a comfortable level.
- Use the lock cover when the hot tub is not in use.

- Always shower before use. Perfumes, hair products and tanning solutions can contaminate the water. If the water is found discoloured and requires to be drained, cleaned, and re-filled there may be an additional charge.
- Do not drag the vinyl cover using the cover straps, always use the handles.
- Do not attempt to open the electrical box.
- Do not use any glass wear or crockery in the hot tub. If glassware is broken this will result in the hot tub being drained, cleaned, and re-filled, for which there will be a charge.
- Do not allow any pets in the hot tub.
- Do not use detergent or soaps of any kind in the hot tub.
- The hot tub can be very deep in some places, do not allow anyone to sleep in it or fall asleep whilst using the facility.
- Wet surfaces can be very slippery so please ensure extra caution is taken when entering and exiting the hot tub.
- Do not remove any fittings, nozzles, or filters.
- The use of electrical equipment either mains or battery powered is not permitted within the hot tub.
- Do not jump into the hot tub.
- People with infectious diseases should not use the hot tub; this includes but is not limited to fungal infections.
- Smoking is not permitted whilst in the hot tub, this includes e-cigarettes and vapes.
- Keep all loose articles of clothing or hanging jewellery away from rotating jets and other moving components.
- Long hair should be tied up whilst using the hot tub.
- Do not stand on the hot tub cover.
- The use of drugs, alcohol, or medication before or during hot tub use, may lead to a danger of drowning.

16. Electric vehicles (EV)

EV charging is strictly prohibited at the property unless a dedicated EV charging point has been installed and its use has been agreed in advance with the property owner or manager. The use of plug-in EV chargers connected to standard domestic sockets or extension leads is not permitted under any circumstances. Failure to comply with this condition may result in additional charges or termination of your stay.

17. Damage

You are responsible for and agree to reimburse to the owner and us all costs incurred by the owner and/or us as a result of any breakage or damage in or to the property which is caused by you or any members of your party or any other persons invited into the property by you. The owner and/or we can ask for an extra payment from you to cover any such costs.

The owner expects the accommodation to be left in a reasonable state on departure. If in the owner's or service agent's opinion, additional cleaning is required, you will be liable to the owner for the cost of this cleaning.

You may need to check and sign an inventory of the property and its contents on arrival at the property. If you discover that anything is missing or damaged on arrival, please notify us / key holder immediately.

18. Right of Entry

The owner / and or representative is allowed to enter the property (without letting you know first if this is not practical or possible) if special circumstances or emergencies happen (for example if repairs need to be carried out) or if you break any of these booking conditions, the owner's own terms and conditions or any other terms that apply to your booking and/or the property. The owner or its representative also is allowed to enter the property to inspect it (including but not limited to where you have complained about the property). If this happens, you will be given reasonable notice first.

You agree to allow the owner or their representative (including workmen) access to the property as required by this clause.

19. Unreasonable behaviour

The owners of all properties can refuse to hand over their property if the unreasonable behaviour of anyone in your party is likely to cause offence to other guests, to members of staff or to neighbours, or if the owner has reasonable cause to believe you or any member of your party will cause damage or loss to the property, its services or facilities. If this happens, the contract between you and the owner will end and you will not receive any refund and neither we nor the owner will have any further responsibility to you.

The owners of all properties can end a stay after the keys have been handed over, if the unreasonable behaviour of anyone in your party (including anyone invited into the property by you) is likely to spoil the enjoyment, comfort or health of other guests, residents, neighbours or members of staff or where you or any member of your party (or anyone invited into the property by you) has broken or is likely to break any of these booking conditions, the Owner's terms and conditions or any other terms and conditions applicable to the property which you have been told about. If this happens, you will have to leave the property immediately and no refund will be given. You may also be responsible for any costs the owner has as a result of your behaviour as set out in clause 15.

20. Special requests

If you have any special requests, you must let us know when you make a booking and confirm them in writing. Although we will try to pass any reasonable requests on to the owner or local service provider (whichever applies), we cannot guarantee that any request will be met. Confirmation that we have noted a special request or passed it on to the owner, or of the fact it is shown on your written confirmation or any other document, is not confirmation that the request will be met. If we or the owner or service provider fail to meet any special request, it will not mean we or they have broken your contract.

21. Complaints

If you want to complain, we, together with the owner will want to take action to sort your complaint out as soon as possible. It is essential that you make contact with us immediately if any problem arises so that it can be sorted out as quickly as possible. It is often extremely difficult (and sometimes impossible) to sort out difficulties properly unless we are told promptly. If you discuss the problem with us during your stay at the property, it can usually be sorted out straightaway. In particular, complaints which would only be temporary (for example, complaints on how the property is prepared or the heating not working) cannot possibly be investigated unless registered during your stay.

If, after this, you feel that the problem has not been dealt with to your satisfaction, you must, within 14 days of returning from your stay, put your complaint in writing to us. Email your complaint to bookings@retreat-group.com marked for the attention of the Guest Relations Department. We have designed this procedure to make sure we can sort out complaints as quickly as possible. Please help us and the owner to help you by following this procedure. If you fail to do so, this may affect your entitlement to claim compensation if this would be appropriate. As we act only as an agent for the owner, we cannot accept any legal responsibility for your complaint. If we help to sort out a complaint, we are doing so as an agent only and have no legal responsibility to you for any refund or compensation.

22. Governing law and jurisdiction

Any dispute claim or other matter which may arise in relation to your booking will be governed by English law and you agree that any dispute will be dealt with exclusively by the courts of England and Wales.

23. Communicating with you

Please see our Privacy Notice which explains how we will process your personal data.

For the purposes of the Landlord and Tenant Act 1987, you can send any notices intended for the owner to our registered office address, Retreat Group, 37 Gaydon Road, Southam, CV47 2QW and we will forward these on to the owner.