

BOOKING TERMS AND CONDITIONS FOR LOW STEADS HOLIDAY COTTAGES

Who are we?

We are Low Steads Holiday Cottages (“**we/our/us**”), a partnership established under the laws of England and Wales. Our main office is Low Steads Farm, Alnwick, NE66 3AL.

These terms and conditions are between the Lead Booker (“**you**”) and us.

Our Terms and Conditions

1. DEFINITIONS

1.1 When the following words with capital letters are used in these Terms, this is what they will mean:

Arrival Date	the date (and time) on which your Booking will begin and the Property will be made available to you.
Balance Due Date	six weeks before your Arrival Date, except in circumstances where the Booking Confirmation is issued less than 6 weeks before the Arrival Date (in which case the balance is due upon Booking).
Booking	the confirmed reservation of the Property to commence on the Arrival Date and end on the Departure Date.
Booking Confirmation	the written acceptance of the Booking Reservation which may include more information such as details around payment schedule, arrival and departure, directions, Property Rules etc.
Booking Deposit	25% of the Booking Price, required from you when making the Booking Reservation to secure the Property.
Booking Party	those named individuals booked to occupy the Property along with the Lead Booker, as listed in the Booking Confirmation.
Booking Price	the total price as charged to you for the Booking, including the Booking Deposit and any additional charges as set out on the Website or otherwise notified to you when making a Booking.
Booking Reservation	your request to book a Property via email, telephone, or online booking form available through the Website.
Business Day	09:00 to 17:00 on a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.
Cancellation Fee	a fee of £25 charged in accordance with clause 7.
Contact Details	the details found on our Website under “Contact Us”.



Departure Date	the date (and time) on which your Booking will end, and you must vacate the Property.
Electric Vehicle Policy	a separate document annexed to these Terms.
Events Outside of the Parties' Control	as defined in clause 18 .
Lead Guest	the individual who makes the Booking Reservation, who will attend and make use of the Property (subject to the Booking Confirmation) with their Booking Party)
Optional Extras	where applicable, additional services that can be added to your Booking at the time of making the Booking Reservation.
Permitted Pets	a maximum of two dogs, unless otherwise agreed in writing prior to your arrival, attending the Property (other than assistance animals).
Privacy Policy	a separate document made available on our Website or in hard copy on request.
Property	the property provided for holiday letting purposes, details of which have been made available on the Website.
Property Description	the description of the Property made available on the Website.
Property Rules	specific restrictions applicable to a Property as detailed on the Website and made available at the Property.
Terms	the terms and conditions on which your Booking is supplied to you, being this agreement and any other documentation referred to in it.
Website	https://www.lowsteads.co.uk or such other website used by us from time to time.

- 1.2 When we use the words "writing" or "written" in these Terms, this will include email but does not include fax or any messaging service or platform.
- 1.3 Unless the context otherwise requires, words in the singular shall include the plural and vice versa.
- 1.4 If any of these Terms conflict with any term contained within the Booking Reservation, the Booking Confirmation, or the Property Rules, these Terms will take priority.

ABOUT THESE TERMS AND THE CONTRACT

2. OUR CONTRACT WITH YOU

- 2.1 Please ensure that you read these Terms carefully and check that the details on the Booking Reservation and within these Terms are complete and accurate before you submit the Booking Reservation.



- 2.2 These Terms will become binding between us once we issue you with the Booking Confirmation as set out in clause 4.
- 2.3 Once your Booking has been confirmed in accordance with clause 5.1, we agree to provide your Booking in accordance with these Terms.
- 2.4 The Property is provided for holiday letting purpose only for the specified period as detailed in your Booking Confirmation. For the avoidance of doubt, these Terms do not create a landlord and tenant relationship between you and us, and you will not be entitled to any:
 - 2.4.1 new tenancy;
 - 2.4.2 right to sub-let the Property in part or in whole;
 - 2.4.3 assured short hold or tenancy; or
 - 2.4.4 statutory protection either under the Housing Act 1988 or by way of a statutory security of tenure.

3. CHANGES TO THESE TERMS AND CONDITIONS

- 3.1 We may revise these Terms from time to time if required due to changes in the law or regulatory requirements or if business needs dictate it.
- 3.2 If we have to revise these Terms under clause 3.1, we will give you at least 30 days' written notice of any changes to these Terms before they take effect, or as much notice as possible where your Arrival Date is less than 30 days before the date of the change.
- 3.3 You can choose to cancel the contract if you do not accept these changes and will be refunded any monies paid to date in full.

MAKING A BOOKING, PAYMENT AND CANCELLATION

4. CONFIRMATION OF YOUR BOOKING

- 4.1 Please take reasonable steps to ensure that the Property is suitable for your needs before submitting a Booking Reservation. Whilst we aim to make our properties are as accessible as reasonably possible, it is your responsibility to inform us of any specific needs, requirements and conditions prior to submitting your Booking Reservation.
- 4.2 The maximum number of people who can stay in the Property will be notified to you on the Website.
- 4.3 In making a Booking Reservation you confirm that you are over the age of 18. When making your Booking Reservation, you must provide your name, address, contact details and age. You must also provide the names and ages of each person in your Booking Party.
- 4.4 When you submit a Booking Reservation, this does not mean we have accepted your Booking. If we are unable to supply you with the Property for your requested dates, we will inform you of this in writing and we will not process the Booking, and no contract will be formed between us.
- 4.5 We will confirm acceptance of your Booking by issuing a Booking Confirmation. We will not issue the Booking Confirmation until we have received payment of the Booking Deposit (and any charges associated with Optional Extras that have been selected as part of the Booking Reservation). Please review the Booking Confirmation carefully.
- 4.6 Our online booking process is managed by SuperControl. We have a written contract with SuperControl to ensure that they will process your data on our behalf in accordance with all applicable data protection regulations.



- 4.7 We reserve the right to refuse Bookings that we no longer wish to take (within 7 days after issuing the Booking Confirmation). Any Bookings that are refused in this way will be refunded any monies paid to date in full.

5. PRICES AND PAYMENTS

- 5.1 Your Booking is not confirmed, and no contract exists between us, until a Booking Confirmation has been issued, and the Booking Deposit has been received by us. The Booking is subject to these Terms.
- 5.2 Once you have received the Booking Confirmation and paid the Booking Deposit, you will become liable for the Booking Price. The remaining balance must be paid by the Balance Due Date.
- 5.3 If the Arrival Date is within six weeks of us receiving the Booking Reservation, or in other exceptional circumstances as confirmed by us, the full Booking Price is payable at the point of making the Booking Reservation.
- 5.4 If the total Booking Price remains unpaid by the Balance Due Date, we reserve the right to cancel the Booking. Our cancellation policy at clause 7 will apply.
- 5.5 Payment is accepted by bank transfer or cheque. There are no charges applicable for these payment methods. International bank transfers are also accepted. You are responsible for any bank charges, transfer fees, currency conversion costs or exchange rate differences, and must ensure that we receive the full amount due in cleared funds.

6. AMENDING YOUR BOOKING

- 6.1 If you wish to change the dates of your Booking or amend your Booking in any way, please contact us via our Contact Details. We cannot guarantee that your requests will be accommodated and reserve the right to charge for any differences in price.
- 6.2 You may not, under any circumstances, transfer your Booking to anyone without our prior written consent. We will not consent to a transfer where the person or party concerned does not meet our requirements.

7. YOUR RIGHTS TO CANCEL AND OUR CANCELLATION POLICY

- 7.1 You may cancel a Booking before the Arrival Date by contacting us in writing using the Contact Details. A Cancellation Fee will be charged if you cancel your booking.
- 7.2 Your liability for the Booking Price is dependent on the Property and period of notice that you give us, set out below:

Number of days before Arrival Date that notification of cancellation is received	Percentage of Booking Price refundable
Prior to Balance Due Date	The Booking Deposit (minus the Cancellation Fee).
On or /after Balance Due Date, if we are able to re-let the property.	The rebooking value of the Property in accordance with clause 7.5, (minus the Cancellation Fee).
On or after Balance Due Date, if we are unable to re-let the property.	None



- 7.3 If you have paid in full, a partial refund of the Booking Price may be provided depending on when you notify us of the request to cancel. If you have only paid a Booking Deposit or the Booking Price in part, you may be required to make further payments to cover your liability set out in the above table. You will also be liable for the Cancellation Fee.
- 7.4 We will confirm your cancellation with you in writing and notify you of any refund due to you, or payment due from you at that time.
- 7.5 If you cancel your Booking on or after the Balance Due Date, we will take reasonable steps to try and re-let the Property. If we are able to re-let the Property, we will be able to offer you a refund subject to any difference between the Booking Price and the re-let price, and excluding any additional charges which are non-refundable according to these Terms (including the Cancellation Fee).

For example, where the Booking Price was £1,400 and you cancel 5 weeks before the Arrival Date, and we re-let the Property for £1,200, the refund will be £1,175, being the re-let price (£1,200) less the Cancellation Fee (£25).

You will be liable for the Cancellation Fee to cover our costs in refunding you and attempting to re-let the Property.

- 7.6 If you depart voluntarily from the Property before the Departure Date, no refund shall be given. Similarly, if you fail to show for your Booking, this will be regarded as a cancellation and will not be refundable. This may include: illness (including Covid); a requirement or recommendation to self-isolate or quarantine; a call to jury duty; incarceration; a change in personal or work circumstances; family emergencies; travel delays; vehicle breakdown; and delays with public transport. Where cancellation occurs due to an event which amounts to an event outside of control, clause 18 shall apply.
- 7.7 We recommend taking out suitable travel insurance.
- 7.8 Where you have cancelled a Booking because of our failure to comply with these Terms or if we change these Terms under clause 3 and you elect to cancel the Booking (except where we have been affected by an Event Outside of the Parties' Control), you do not have to make any payment to us and we will refund any monies paid in full.
- 7.9 Any refunds will take up to three working days to be processed from the point of agreement.

8. OUR RIGHTS TO CANCEL

- 8.1 We may have to cancel a Booking before the Arrival Date due to an Event Outside of the Parties Control, unavailability of the Property, or the unavailability of key personnel or key materials without which we cannot provide the Booking. We will contact you promptly if this happens.
- 8.2 We will, if possible and as soon as we reasonably can, offer you:
- 8.2.1 alternative accommodation (if available)
 - 8.2.2 different dates for the same Property; or
 - 8.2.3 a full refund.
- 8.3 We may cancel the Booking at any time with immediate effect by giving you written notice if you:
- 8.3.1 do not pay us when you are supposed to; or



8.3.2 are in breach of these Terms in any other material way.

8.4 The full extent of our liability is set out in clause 17.

ABOUT THE BOOKING AND USE OF THE PROPERTY

9. PERIOD OF HIRE

9.1 The Booking shall commence on the Arrival Date and terminate on the Departure Date unless otherwise advised or agreed with us in writing. You may access the Property from 4 pm on the Arrival Date, and you must depart the Property before 10 am on the Departure Date. The Property will not be available outside of these times unless you agree this with us in advance.

9.2 We reserve the right to charge an additional fee for failure to vacate the Property and remove belongings by the date and time specified in the Departure Date.

10. PROPERTY RULES

10.1 Your Booking is subject to your adherence to the Property Rules, as provided on the Website and at the Property.

10.2 The Property Rules (as amended from time to time) shall be incorporated into these Terms, and breach of any of the Property Rules will be treated as a breach of these Terms that entitles us to cancel the Booking with immediate effect and request immediate departure from the Property without refund.

10.3 As the person making the Booking, you are responsible for ensuring all members of your Booking Party comply with these Terms and the Property Rules.

11. USE OF THE PROPERTY

11.1 **Visitors.** Only the persons whose names are detailed on the Booking Confirmation are permitted to stay in the Property. You are responsible for ensuring that day visitors comply with these Terms, and you will be liable if they fail to do so. Under no circumstances may the Booking Party exceed the maximum number of persons stated in the brochure and on the Website occupy the Property, unless with our prior written agreement.

11.2 **Children.** If your Booking Party includes children or other individuals who require close supervision, there must be sufficient capable and responsible adults to provide adequate supervision.

11.3 **Parties.** No parties or events are permitted to be held without our prior approval. To preserve our family environment, we do not permit hen parties or stag parties. We reserve the right to refuse or cancel any Bookings from parties which may, in our opinion, be unsuitable for the Property.

11.4 **Third party providers.** If you wish to have a third party provide services at the Property (including but not limited to private catering, beauty therapy, childminding or entertainment services), this will only be permitted where we have provided written approval of such third parties ahead of the Arrival Date. Any third party will be bound by the Property Rules and must carry suitable levels of insurance. Please contact us using the Contact Details to discuss any such third party, no later than two weeks before the Arrival Date, to enable us to review your request and decide whether to approve. Any permission granted by us for a third party to attend the Property is given in reliance on the information provided to us and shall not result in us assuming any liability for that third party or for any acts, omissions, or services provided by them.

11.5 **Smoking.** No smoking (including e-cigarettes and vaping) is permitted inside the Property.



- 11.6 **Noise and behaviour.** Noise should be kept to a minimum, particularly after 9 pm, out of respect of the neighbouring properties.
- 11.7 **Health and safety.** For your safety, it is important that you and your Booking Party read and adhere to the important information provided in the Property Rules. You and your Booking Party must also adhere to any additional safety information or signage at the Property. You and your Booking Party must not plug in any heating or cooling appliances that are not supplied by us.
- 11.8 **Internet.** Internet access is offered on a complimentary basis for recreational use. Availability is not guaranteed, nor is minimum speed, unrestricted bandwidth, or uninterrupted provision of internet access. Access is subject to any applicable third-party terms presented at the point of connection. The internet service is provided on an “as available” basis, without any representation or warranty as to security, performance, or content filtering. Children may use the service only under continuous adult supervision. We do not accept any liability for telephone or internet services being unavailable or interrupted.
- 11.9 **Electric Vehicles.** Use of the EV charging point(s) must be in accordance with our Electric Vehicle Policy. You must not under any circumstances charge an electric vehicle using an internal socket at the Property.
- 11.10 **Right of access.** We, our representatives, and any third-party contractors including but not limited to gardeners, window cleaners and engineers shall be allowed access to the Property at any reasonable time during your Booking. We will seek to minimise any disruption and will provide prior notice where possible.
- 11.11 **Security.** You are responsible for maintaining the security of the Property during your Booking. You must ensure that you lock all doors and windows when you leave the Property.
- 11.12 **Prohibited items.** The use of candles, fireworks, sparklers, paper lanterns, deep fat fryers or similar items is not permitted under any circumstances. No illegal items, weapons, illegal substances or similar item may be brought into the Property or the Property grounds under any circumstances by you or anyone in your Booking Party.

12. PETS

- 12.1 Only Permitted Pets or registered assistance animals are permitted to stay in the Property and must be included in your Booking Reservation.
- 12.2 Where pets that are not permitted, or have not been confirmed in the Booking Reservation, have been brought with you for the Booking, we reserve the right to request immediate departure. This shall be deemed a cancellation, and our standard cancellation policy shall apply.
- 12.3 During the Booking, you must comply with these Terms, the Property Rules and any additional information and signage at the Property in relation to Permitted Pets.
- 12.4 Permitted Pets:
- 12.4.1 must not be left unattended in the Property (with the exception of Permitted Pets kept in a crate);
 - 12.4.2 are not allowed onto beds. If you choose to allow your Permitted Pet(s) onto the sofa or chairs, you must bring and use a rug to protect the furniture in the Property;



- 12.4.3 must be house trained, and you are responsible for cleaning up after them inside and outside; and
- 12.4.4 must be kept under strict control, particularly around the farm animals, and adhere to signage around the Property and Property grounds.
- 12.5 We reserve the right to refuse admission or request immediate departure from the Property to anyone who their Permitted Pet(s) to be, in our sole discretion, a nuisance or danger to others, or otherwise breach Terms, the Property Rules and any additional information and signage at the Property in relation to Permitted Pets.
- 12.6 You will be liable for any damage caused, or parasites introduced by, any animals brought with you for the Booking.
- 12.7 We are not liable for any allergies that are affected as a result of pets present in previous occupancy.

13. DAMAGE TO THE PROPERTY

- 13.1 You shall take proper care of the Property and its contents during your Booking, and you may receive an invoice for any damage caused or loss suffered if the Property and its contents are not left in the same state in which it is found at your Arrival Date. This is including the cost of additional cleaning and replacement goods
- 13.2 Upon your arrival, please notify us of any defects within the first 24 hours. Thereafter you will be deemed to have accepted the condition of the Property and may be held responsible for any damage discovered at a later date. If damage occurs during your stay, please notify us immediately.
- 13.3 If you lose a key, you must notify us and pay for the cutting of a new key.

14. COMPLAINTS

- 14.1 Any complaints about the Property, including complaints concerning any defects, broken appliances or cleaning standards, must be made to us, via the Contact Details, within 24 hours of arrival on the Arrival Date so that remedial action can be taken if necessary. After this 24-hour period, you will be deemed to have accepted the condition of the Property.
- 14.2 For complaints that arise during the Booking, you must contact us as soon as reasonably practicable and no later than 28 days following the Departure Date.
- 14.3 If we are denied the opportunity to investigate or otherwise act upon the complaint during your Booking, you will be assumed to have waived all rights in relation to the complaint.

15. THE WEBSITE AND ADVERTISING INFORMATION

- 15.1 We take reasonable care to ensure the accuracy of information regarding the Property, the locality and local amenity details.
- 15.2 All illustrations, photographs and other imagery displayed are for illustrative purposes only and are subject to change and no warranty or other representation is made as to the quality of the Property by us via the Website.
- 15.3 Any recommendations made by us are our personal recommendations only and do not guarantee any level of service or quality.

16. YOUR BELONGINGS AND LOST PROPERTY



- 16.1 Lost property will be held for a period of four weeks from the Departure Date. Items will be returned to you if requested, at a cost of postage and packing. We do not accept responsibility for the safe carriage of any items returned which will be returned at your risk.
- 16.2 We do not have any responsibility or liability to you (other than as outlined above) for loss of or damage to any of your items, belongings or vehicles except where the damage or loss is caused by the negligence of us or the Owner.

LIABILITY

17. THE PARTIES' LIABILITY

- 17.1 No party can exclude or limit in any way their liability where it is illegal to do so, and this contract does not seek to exclude or limit liability which cannot be excluded or limited by law.
- 17.2 If we fail to comply with these Terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of the Terms or our negligence. We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of our breach or if it had been brought to our attention by you before the loss or damage occurred. For the avoidance of doubt, we are not responsible for any transport and/or alternative accommodation costs.
- 17.3 Save for clause 17.1, our total liability to you under these Terms shall not exceed the Booking Price.
- 17.4 We only supply the Property for domestic and private use for the duration of your Booking. You agree not to use the Property for any commercial, business or re-sale purpose, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- 17.5 In respect of breach of the Terms by your or your Booking Party, we are entitled to recover from you:
- 17.5.1 the cost of rectifying the breach, including any third-party costs incurred as a result of the damage clauses or breach of these Terms; and
 - 17.5.2 any other costs, fees or levies which we may incur, result from your or any member of your Booking Party's actions or omissions and from any breach of these Terms.
- 17.6 It is your sole responsibility to ensure that you have adequate holiday insurance cover.

18. EVENTS OUTSIDE OF THE PARTIES' CONTROL

- 18.1 Neither party shall be in breach of these Terms for delay in performing, or failure to perform, any of our obligations under this agreement if such delay or failure results from an Event Outside of the Parties' Control.
- 18.2 An Event Outside of the Parties' Control includes but is not limited to: strike; civil unrest; civil emergencies; government prohibition or restriction on all or part of the economy, including local lockdowns; pandemic; epidemic; environmental disaster; domestic appliance failure; temporary invasion of pests; and utilities failure or interruption.
- 18.3 In the event of a pandemic, epidemic or restriction of the movement of people imposed by the government or other competent public authority, we reserve the right to issue



specific terms via the Website. We will communicate this to you via the contact details provided in the Booking Reservation.

19. DATA PROTECTION

- 19.1 All personal data you provide us will be treated in accordance with our Privacy Policy, which is available on our Website.
- 19.2 We process your personal data for the purpose of fulfilling your Booking and complying with legal obligations.

20. OTHER IMPORTANT TERMS

- 20.1 We may transfer our rights and obligations under these Terms to another party, but this will not affect your rights or our obligations under these Terms.
- 20.2 Except for you and us, no other person shall have any rights to enforce any of these Terms.
- 20.3 Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 20.4 If you fail to perform your obligations under these Terms and we do not enforce our rights against you, this does not mean we have waived our rights against you. If we choose to waive any of our rights under these Terms you will be informed in writing.
- 20.5 These Terms replace and supersede all previous booking conditions and will apply to all new Bookings after the date they are posted on our Website.
- 20.6 The validity, construction and performance of the agreement shall be governed by the laws of England and Wales and shall be subject to the exclusive jurisdiction of the courts of England and Wales to which the parties submit.



ANNEX 1 - ELECTRICAL VEHICLE CHARGING POLICY

1. Definition

- 1.1 When the following words with capital letters are used in these Terms, this is what they will mean:

Booking	as defined in the Booking Terms and Conditions
Booking Party	as defined in the Booking Terms and Conditions
Booking Terms and Conditions	the terms and conditions on which your Booking is supplied to you. This EV Policy together with the Booking Terms and Conditions and the Property Rules form the contract between us and you.
Dedicated Charging Point (DCP)	an electrical power source to which an EV can connect to charge. It is not a domestic internal or external three pin socket used for normal electric appliances and devices.
Electric Vehicles (EV)	For the purpose of this policy an EV is any vehicle that uses electric motors, either fully or partially, to drive its wheels. It will derive some or all its power from rechargeable batteries which requires connection to the electricity grid (plug-in). This includes fully chargeable and plug-in hybrid cars, motorbikes, buggies, scooters, mopeds, electric bicycles, utility vehicles and tracked vehicles.
EV Policy	the terms and conditions on which electric charging facility is supplied to you, being this policy and any other documentation referred to in it.
Lead Guest (you/your)	the individual who makes the Booking and is responsible for the Booking party, including ensuring that all members of the Booking Party and any Permitted Visitors comply with the Booking Terms and Conditions, the Property Rules, and this EV Policy.
Low Steads Farm	Low Steads Farm, Longhoughton, Alnwick, Northumberland, NE66 3AL, where the Property is located.
Owner (we/our/us)	Low Steads Holiday Cottages



Owner's Representatives	representatives of the Owner including but not limited to housekeepers, caretakers and contractors who may visit the Property from time to time on the Owner's instruction.
Permitted Visitors	individuals invited to visit the Property by you and/or your Booking Party, with our express permission.
Property	the property at Low Steads Farm provided for holiday letting purposes, in accordance with the Booking Terms and Conditions
User	individuals who are permitted to use the EV charging facilities in accordance with this EV Policy.
Website	https://www.lowsteads.co.uk

2. About this policy

- 2.1 This EV Policy sets out how EVs should be charged while at the Property and the responsibilities of Users in respect of safe charging.
- 2.2 Any reference to Property in this policy includes any garden, grounds, outbuildings, garages or communal spaces at the Property.
- 2.3 This EV Policy forms part of your contract with us and is to be read in conjunction with the Booking Terms and Conditions. A breach of the EV policy will constitute a breach of contract.

3. Who does this EV Policy apply to?

This EV Policy applies to you and all members of the Booking Party and any other Permitted Visitors to the Property. It shall be the responsibility of the Lead Guest to inform all members of the Booking Party and any Permitted Visitors of this policy and ensure compliance.

4. Domestic chargers are not permitted at the Property

- 4.1 Most EVs are supplied with a domestic charger, commonly known as a 'granny charger' or a 'trickle charger'. These cables recharge the EV using a domestic power source via a 3-pin wall socket.
- 4.2 Domestic chargers are, under no circumstances, permitted to be used at the Property and will create a fire hazard and may invalidate our property insurance. **The use of domestic chargers is strictly forbidden.**
- 4.3 We have provided outdoor sockets at the following Properties for the charging of electric bicycles and mobility scooters: Howdiemont Cottage, Whinney Cottage and



Curlew Cottage. Electric bicycles and mobility scooters must be charged using these outdoor sockets.

- 4.4 We, and the Owner's Representatives, reserve the right to carry out reasonable inspection, on a without notice basis, to ensure that charging is taking place in line with the Booking Terms and Conditions and this EV Policy.
- 4.5 In the event that you, any member of the Booking Party, or any Permitted Visitor are found to be using a domestic charger in the Property, despite the strict prohibition stated in clause 4.2, such action will be considered a serious breach of this EV Policy.
- 4.6 Upon confirmation of such unauthorised use, the Booking will be subject to immediate cancellation. This cancellation will be enforced without a refund of any amounts previously paid.
- 4.7 You are solely liable for any damage or loss suffered by us as a result of your, the Booking Party's or Permitted Visitor's unauthorised use of domestic chargers.

5. Dedicated Charging Points (DCPs)

- 5.1 Low Steads Farm has five DCPs, one located at each Property. It is the User's sole responsibility to supply a suitable charging cable to use the DCP.
- 5.2 Use of the DCPs is subject to a fair usage policy. Electricity consumption is charged at a rate of 48 pence per unit. Charging sessions can be initiated and managed via the Voltshare app, website, or by scanning the QR code.
- 5.3 DCPs are exclusively for the use of us, you, the Booking Party and the Owner's Representatives. Permitted Visitors to the Property who are not part of the Booking Party are not permitted to use the DCP facilities without our express permission.
- 5.4 It is the User's sole responsibility to use the Property's DCPs appropriately and safely.
- 5.5 You must not:
 - (a) allow anyone to use a DCP if they are not authorised to do so;
 - (b) allow children under the age of 18 to access the DCP;
 - (c) use any splitting cables or modify the DCP in any way;
 - (d) smoke in the vicinity of any DCP;
 - (e) use the DCP for any commercial EV such as a taxi, ridesourcing or ridesharing EV (such as Uber, Lyft or similar services); delivery or transport EVs including buses or for any other commercial venture.
- 5.6 We do not guarantee the availability of a DCP. Unavailability of the DCP shall not constitute a breach of this policy or a breach of the Booking Terms and Conditions. Information regarding the nearest public charging points will be made available where possible. We do not accept liability for any consequence arising from the failure of the EV to charge.



- 5.7 The authorisation to use a DCP at a Property is for the period of the Booking only. We reserve the right to withdraw the use of a DCP at any time where reasonably necessary, including for safety, maintenance, or misuse.
- 5.8 Use of the DCP is at the User's own risk. We do not accept any liability for loss or damage sustained by the User or their EV as a result of using the DCP, except where such loss or damage is caused directly by our negligence.
- 5.9 You shall be responsible to us for any damage to the DCP or loss suffered to us caused by your use of the DCP. Damage caused to the DCP shall be treated as damage to the Property in accordance with the Booking Terms and Conditions.

