

Terms and Conditions

Updated: 4/1/2018

Basis of Occupation:

The property is self-catering and is let on the basis that it is for holiday use and for the agreed period only. Accommodation in the cottage is restricted to the persons stated on the booking form.

Charges & Booking:

An advance deposit of 25% (non-refundable) and a completed booking form are required for a reservation to become booked. Reservations become booked on written confirmation of receipt of the deposit and booking form.

The outstanding balance is to be paid 2 months prior to the start of the holiday. If the holiday is booked less than 2 months from commencement, the full charge is required on booking. Failure to send the balance payment by the due date may be viewed as the customer cancelling the holiday. Under such circumstances, the deposit will not be refunded.

Payment can be made via BACS or cheque.

All electricity, central heating and use of bed linen and towels are included in the cost. We are not registered for VAT and therefore there will be no associated charges.

Bookings for all male or all female parties for the purpose of stag/hen parties (or similar) will only be accepted at the owners' discretion. A security deposit may be requested at the time of booking. Re-payment of any security deposit less deductions for cleaning, breakages or damage will be made within 14 days of the end of the holiday.

Arrival:

The cottage will be available from 3pm on the day of arrival.

Departure:

The cottage is to be vacated by 10am on the day of departure.

A later departure time of 12pm may be possible, but this is strictly by prior arrangement as we need adequate time to prepare the cottage for other guests.

Guests are responsible for keeping and leaving the cottage in a clean, tidy condition and in the same state of cleanliness and general order in which it was found. All personal waste must be removed from the property.

Guests are required to notify the owners of any damage or breakages so that replacements can be provided promptly. Charges may be made for additional cleaning, damage and breakages.

Cancellations:

If you wish to cancel your booking you must immediately notify us in writing. When cancellation is made more than 2 months prior to the holiday, no further balance is required and only the deposit is forfeit. In the event of a cancellation within 2 months you will still be liable to pay the total amount due. However, if we manage to re-let the accommodation, 75% of the total price will be returned. Guests are strongly advised to take out cancellation insurance to cover this eventuality.

If the cottage should become unexpectedly unavailable or unsuitable for letting (for example due to fire/flood etc.), guests will be notified as soon as possible and all payments will be refunded in full. The customer shall have no further claim against the owners.

Liability:

No liability is accepted for damage to guests' property or vehicles brought onto the premises. We recommend that the customer takes out their own private insurance as required.

We shall make every effort to rectify any faults or make repairs to equipment or services as soon as possible, should the need arise. We cannot, however, be held responsible for any such breakdowns or loss.

Other:

Customers may **not** smoke anywhere in the property or grounds.

No pets are allowed in the property or grounds, except for assistance dogs (which should be by written prior arrangement).

To ensure safe evacuation is always easily possible in the event of an emergency, guests must only use the Yale-style lock on the main cottage door when the cottage is in use (an emergency key is always available for the second lock).

A comprehensive Accessibility Guide is available on our website. Guests who may find it difficult to evacuate the cottage in the event of an emergency are asked to nominate a fellow guest who will be able to provide the necessary assistance in such an eventuality.

The owners shall have reasonable access to the property at all times.