

## TERMS & CONDITIONS

The price of your stay includes gas, electricity, bed linen, towels and tea towels. Cleaning and change of linen will take place when bookings are for more than one week.

A provisional booking date may be made by telephone or email and will be held for 5 working days pending receipt of booking form and 25% deposit of total cost of stay. We will confirm your booking in writing (preferably by email in line with our environmental policy) and include the due date for final payment. Once you have booked your holiday our agreement is a legal contract and your deposit is non-refundable. If you have to cancel you will still be liable for the balance unless we are able to re-let the property and then part or the whole of the balance may be repaid depending on re-letting price. Cancellation Insurance is not compulsory but we strongly recommend such insurance to protect against the cancellation penalty.

The balance of the cost for the period for which you have booked is due no later than 4 weeks before the start of the let. In the event of the booking being less than 4 weeks before the start of the let payment in full is required with the booking form. If these conditions are not met we reserve the right to cancel the booking and the deposit will be forfeited.

At least one of the guests must be over 18.

Payment is accepted by cheque or direct bank transfer.

In exceptional circumstances we reserve the right to cancel the booking without liability and with a full refund of all monies paid.

Arrival times are usually between 3pm and 6pm but other times can be agreed by special arrangement. We would be grateful if you would keep us posted if you are delayed to enable us to be there to meet you.

We please ask that you leave the property by 10am on the day of departure, unless otherwise arranged.

We would ask you please to take care with the furniture and fittings, to only use them for the purpose for which they are supplied and to leave the property in good order. Whilst we welcome your pets we do require you to keep them downstairs and off the furniture. We do not allow pets to be left in the property unattended.

Please respect our neighbours and keep noise to an acceptable level and time. We reserve the right to access and repossess the property if it is deemed necessary.

You will be asked to pay for any damage or breakages and we ask you please to report such an incidence before you leave so we can discuss this with you as we would not charge for small accidental breakages. If we discover subsequent damage on final inspection or additional cleaning is found necessary we will inform you in writing.

The cottage is strictly non-smoking.

Please note that all bookings are not final until you have paid the deposit and received our confirmation by email or post.