



Terms of Booking & Booking Deposit

By placing a booking with us (the property owner / his/her representative) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

Coronavirus Guidance & Restrictions

Coronavirus guidance and restrictions are in place at this accommodation, in accordance with the current national and local [Government guidance](#).

Booking Process

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests is four. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require a deposit to be paid in advance, this deposit amount is 50% of the total. Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within.

Payment in full for the let is due six weeks prior to the commencement of the let. Failure to pay by this date will be deemed a cancellation. For short notice bookings made less than six weeks in advance, payment in full is required immediately to secure the booking.

Payments can be made by bank transfer. Any charges raised against us by our banks for handling disputed bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a

booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

Check-in & Check-out

Guests check-in and check-out by the times stated below;

- Check-in: after 4:00pm on day of arrival
- Check-out by: 10:00am on day of departure

Cancellation, Returned Deposit & Non-Arrival Conditions

Guests who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

- Cancellation made 15 days or more in advance of arrival date = Full refund
- Cancellation made 14 days or less of arrival date = 50% refund
- Cancellation made 48hrs or less of arrival date = No refund issued, full amount of booking due
- Cancellations made as a result of changes to COVID restrictions = Full refund

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit the full amount of the booking. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

WiFi Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs.

A damage deposit of £100 is required at the time of settlement of the balance of the rental. The owners reserve the right to make a deduction from this deposit to cover breakages or damage to the property, or extra cleaning should the property not be left in a clean and tidy condition. The deposit will be returned once the cottage has been checked after departure.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belongings before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, e-cigarettes, e-liquids, cigars, snuff or chewing tobacco, is not allowed within the property.

Pets & Service Dogs

We accept 1 well behaved dog for the additional fee of £30 per dog. You must include your dog within the initial booking request.

Parking

Guests accept that they park their vehicles at their own risk.

Your Personal Details & Privacy

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation).

You accept that any entries you make to an on-site guest book, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

