

Booking Terms & Conditions;

Any reference to either 'us' or 'we' in these Booking Conditions refers to The Cottage Owners. "you" or "your" are references to the person making the booking and all members of the holiday party. So that you understand the basis of the contract between you and us when you book your accommodation, we have laid out as clearly as possible, the conditions on which your booking is made. Nothing in these conditions affects your normal statutory rights.

1. Your booking:

You must be at least 18 years old when you book your accommodation. Your booking is made as a consumer and you acknowledge that no liability can be accepted for any business losses howsoever suffered or incurred by you. When we issue our written confirmation to you we enter into a contract with you, the party leader, which is subject to these Booking Conditions. Any disputes or queries will be between the party leader and the owner. The party leader will assume responsibility for the whole party and the compliance with these rules of all party members. We have the right to refuse any booking prior to the issue of our written confirmation, and if we do this we will tell you in writing and promptly refund any money you have paid us. When your confirmation is received, the details must be checked carefully. If anything is not correct you should tell us immediately. You may not add to the party size stated on your booking form without prior consent from the owners.

2. Paying for your accommodation

A deposit of 25 % of the booking price is payable by cheque or BACS payment at the time of booking. At this point your booking becomes binding and we will issue your booking form and contract. The balance of the booking cost must be received by us no later 12 weeks before your arrival date, together with an additional £300 breakage deposit.. If you book less than 12 weeks before the arrival date, payment of the total cost, including the breakage deposit is due straightaway.

Included in the cost is

1. Rental
2. Heating
3. Electricity
4. Bed linen
5. Logs for the stove

3. Cancellation of booking by you

If you need to cancel your booking you must contact the us as soon as possible in writing. The booking deposit is non-refundable under any circumstances. However we will make every effort to re-let the property once formal cancellation has been received and if we are able to re-let at the same price the balance will be refunded to you, less a £50 admin fee. If we are only able to re-let at a reduced price the reduced balance will be refunded less the £50 admin fee. If we are unable to re-let the full balance will remain payable by you. We **STRONGLY RECOMMEND** you to take out guest cancellation

insurance against cancellation due to ill-health, bereavement etc as the above refund terms are non-negotiable.

3a Changing the date of a booking; Your booking may not be normally moved from one date to another once made except at the discretion of the owners.

4. Cancellation of booking by us.

If we have to cancel your booking in advance for any reason you will be refunded the full amount of the booking. If we have to terminate your holiday early for the above reasons you will be refunded part of the booking fee based on the time remaining of the booking. No additional compensation will be payable.

5. Damage to property.

You are responsible to the Owner for the actual costs of any breakage or damage in or to the accommodation, along with any additional costs that may result, which are caused by you or your party. These costs may be deducted from your £300 deposit, but are not limited to that amount. You may be billed for the difference between this and the actual cost of the repairs. Note: Damaged or irreparably stained carpets are always replaced.

6. Accidents, injury and personal property.

The Owners shall have no liability to you for the death or personal injury to you or any member of your party. You must take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property.

10. During your stay;

You can arrive at your accommodation after 3 pm on the start date of your holiday and you must leave by 10 am on the last day. The Owner is entitled to refuse to hand over to you or to repossess the accommodation if they reasonably believe that any damage is likely to be caused by you or your party or can repossess the accommodation if damage has been caused. You cannot allow more people than you have booked to stay in the accommodation, nor can you significantly change the makeup of the party during the duration of your stay in the accommodation nor can you take your pet into the accommodation unless it has been arranged in advance and it is shown on your confirmation. If you do so the Owner can refuse to hand over the accommodation to you or can repossess it. You may not carry out any form of trade or business from the property, nor may you sub-let any part of the buildings. The property is entirely non-smoking and you agree not to smoke in any part of the house. The cottage is in a quiet rural area and there are horses on site. Neither you or any member of your party should interfere with or feed the horses without the owners being present.

11. Pets:

It may be possible to bring a pet and you should discuss this with us. They will

not be allowed beyond the utility and entrance hall and must not be left unattended. An outside kennel is available

13. Cleaning on departure

You agree to keep the accommodation clean and tidy as found and leave the accommodation in a similar condition as at the start of your holiday.

14. Problems & Complaints;

Every effort has been made to ensure that you have an enjoyable and memorable holiday and to date we have had no serious complaints or problems! If however, you have any problem or cause for complaint it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you return!