

BOOKING INFORMATION

- a. By making a booking for one of our holiday cottages, you agree to be bound by these terms and conditions.
- b. The person making the booking must be at least 18 years old and agrees to take full responsibility for all guests included in the reservation.
- c. The booking is confirmed once we receive the deposit upon booking.

PAYMENT

- a. A deposit of £100 per week is required at the time of booking, with the remaining balance due 8 weeks prior to arrival.
- b. If you book within 8 weeks of the arrival date for your holiday, the full price of your stay is required as a condition of the booking.
- c. Failure to make payment within the specified timeframe may result in the cancellation of your reservation.

CANCELLATION + REFUNDS

- a. In the event of a cancellation, any deposit or pre-paid amount is non-refundable unless otherwise stated during the booking process.
- b. We recommend you take out holiday insurance to cover you for any eventuality.

CHECK-IN + CHECK-OUT

- a. Check in time is 3pm unless otherwise agreed.
- b. On the morning of departure, we ask that you vacate the premises by no later than 9am.
- c. Early check-in or late check-out may be available upon request, subject to availability and additional charges.

GUEST RESPONSIBILITIES

- a. Guests are responsible for treating the holiday cottage and its contents with care and respect.
- b. Any damages or breakages must be reported immediately and may incur repair or replacement costs.
- c. Guests are expected to leave the cottage in a clean and tidy condition upon departure. Failure to do so may result in additional cleaning charges.
- d. The bins in the properties are expected to be emptied and recycling facilities are available on the site.

OCCUPANCY + BEHAVIOUR

- a. The number of guests staying in the cottage must not exceed 2 adults.
- b. Guests must conduct themselves in a respectful manner and not cause any disturbance or nuisance to neighbouring properties or residents.
- c. We reserve the right to refuse accommodation or terminate the stay if guest behaviour is deemed unacceptable.
- d. The cottage is an adult only cottage.
- e. No pets are allowed, strictly non-smoking and no children.

ACCESS

- a. The property owners shall be allowed access to the holiday accommodation at any reasonable time for essential maintenance. Whenever possible this would be with prior arrangement, and we would attempt minimal disruption to yourselves.

LIABILITY

- a. We do not accept liability for any loss, damage, injury, or inconvenience caused during your stay, unless it is due to our negligence or breach of these terms and conditions.
- b. Guests are responsible for their personal belongings and valuables. We recommend securing them appropriately.
- c. Whilst every effort is made to ensure the accuracy of information given either orally or written and all representations are made in good faith, no such representation will create any liability on the part of the owners.

COMPLAINTS

- a. At our holiday cottage, we value the satisfaction of our guests and strive to provide a memorable and enjoyable experience. However, we understand that issues or concerns may occasionally arise during your stay. In this situation we ask that you raise your concerns during your stay to allow is the opportunity to remedy the situation.

AMENDMENTS + CHANGES

- a. We reserve the right to make changes to the cottage specifications, amenities, or terms and conditions at any time. We will notify you of any significant changes prior to arrival.
- b. In the unlikely event the holiday accommodation becomes unavailable due to circumstances beyond our control a full refund will be provided, and we shall be under no other liability.

FORCE MAJEURE

- a. We shall not be liable for any failure or delay in performing our obligations under these terms and conditions due to circumstances beyond our reasonable control, including but not limited to acts of God, natural disasters, or governmental actions.

By proceeding with a booking, you confirm that you have read, understood, and agree to abide by these terms and conditions for our holiday cottage.
