

## The Granary and Manor Cottage Terms & Conditions...

### **TERMS AND CONDITIONS:**

We thank you for choosing to book our Cottage, and hope you enjoy your stay with us. We shall do everything reasonably expected of us as your hosts, however, when you make this booking, you are entering into a contract with us, so please take the time to read the conditions of booking below.

### **CHARGES AND TERMS:**

To confirm a booking we shall require a non-returnable deposit of £100. We regret that we cannot take provisional bookings. The balance should be paid at least one calendar month before the start date of the holiday. We reserve the right to cancel the booking if full payment has not been received by this date. Payment can be by Paypal or by cheque (payable to Kate & Russell Hall).

### **BOOKING DETAILS:**

No more than four adults or two adults plus two children may occupy the Granary property. No more than a total of six adults (or children plus accompanying adults to a maximum total of 6 people) may occupy the Manor Cottage property. The holiday may not be transferred to another party or sold on without our permission or knowledge. We do not take stag parties or hen parties.

### **CANCELLATION:**

Providing we receive written notice of cancellation at least one month before the date of the holiday, you will not be liable to pay the balance. For notice periods of less than 30 days, we will only be in a position to refund any monies if we can re-let the cottage. Under the circumstances, this may not equate to a full refund. For this reason, we strongly recommend that you take out appropriate holiday insurance which includes cancellation cover.

In the unlikely event that the accommodation becomes unavailable and WE have to cancel your holiday, then our liability is limited to a full refund, including the initial deposit. We would also endeavour to find and recommend an alternative for you.

### **ARRIVAL AND DEPARTURE:**

Your accommodation will be available to you from 3.00pm on the day of arrival, unless otherwise arranged. It would be helpful if you could let us know an approximate time of arrival, especially if you may be later than 8.00pm. The latest time of arrival is 10.00pm, unless by prior arrangement.

Please be ready to leave the accommodation by 10.00am on the day of departure. Please leave the cottage in a clean and tidy condition and notify us of any breakages or items requiring attention. The property is professionally cleaned on departure. However, you are responsible for leaving the property as you found it on arrival. I.e. crockery and cutlery washed up and put away, and rubbish disposed of in the outside bin.

### **DAMAGES AND BREAKAGES:**

We would ask that you take reasonable care of our property. You are responsible and liable for any breakages or damage you may cause to the accommodation and its contents during your stay. Please report these as soon as they occur. We would not usually charge for minor breakage, but we reserve the right to charge you for repair or replacement or making good if the damage is significant.

Please let us know if any appliance needs attention, we will endeavour to repair or replace any item within a reasonable time.

### **LIABILITY:**

Visitors are asked to take care whilst on our property. Parents are particularly asked to ensure the safety of their children at all times and not to leave them unattended in the property or the grounds. We do not accept responsibility or liability for injury or damage to and loss of guests property, cars and contents, and you agree to indemnify and hold us harmless from and against all actions, claims, costs and proceedings (including legal fees incurred defending the same) arising from your acts or omissions (and those in your party) whilst on our property. In the event of guest misbehaviour or other necessary cause, we reserve the right to terminate the let without any refund of letting monies.

### **SMOKING POLICY:**

Our property is non-smoking both indoors and throughout the grounds and gardens of the property.

### **COMPLAINTS:**

It is our wish that you have a most enjoyable stay with us, but should you encounter any problems, please notify us immediately.

**PETS:** Visitors with dogs must advise us when booking.

### **DATA:**

Any data collected during the course of this booking may be kept on computer.