

# Terms and Conditions of Hire

The contract of hire is between the Hirer and the Owner of the cottage for which the booking is made and is subject to the conditions below.

The property will be ready for your arrival from 3pm onwards on the day commencing your holiday, and you are kindly requested to vacate the property by 10am on the day of departure.

A non-refundable deposit is required from the Hirer to secure the reservation. Once the deposit has been received, the Hirer is responsible for the payment of the total advertised price. If full payment is not received six weeks prior to arrival, the Owner may elect to terminate the contract and retain the deposit.

## Booking Cancellations

In the unfortunate event of you having to cancel your holiday, please notify us by telephone immediately, followed by written confirmation. Where available alternative dates can be offered. All deposits are non-refundable.

Upon cancellation within six weeks of the commencement of your holiday, the whole amount will be forfeited.

The booking is made on the understanding that the cottage will be placed at the disposal of the Hirer on the dates stated. If this is not possible because of circumstances beyond the Owners control, the holiday money will be refunded in full, but there can no claim against the Owner.

The Hirer is required to report any loss or damage caused to the cottage or equipment lost, damaged or broken during their occupancy, and it is their legal responsibility to refund the costs prior to departure. Waterproof protective sheeting is provided and must be used on the beds where necessary. Damaged mattresses will be charged for.

No more than the maximum number of people as stated in the brochure may occupy the cottage, except by prior agreement. If it is found that the number of people quoted for the property has been exceeded, without the express permission of the Owner, the booking becomes null and void, and would terminate any responsibility of the Owner to fulfil the hire contract. All money paid would be forfeited to the Owner.

We reserve the right to access the property at any time without permission.

The Owner is not responsible for death or any injury to guests or third parties, for loss or damage to their belongings, cars or contents, or any other personal possessions.

The Owner reserves the right to refuse access to the cottage to any person who, in the opinion of the Owner, is not suitable to take charge. In such cases all hire charges shall be refunded in full, and the contract discharged.

## **Pets**

We welcome your pets as part of the family, but they must be kept off beds and furniture, and have their own bedding and towels. They must never be left alone in the cottage and must be exercised under control, away from the garden and farmyard area where children play. Please note that we charge £10 per dog.

The Hirer is responsible for the cottage and is expected to take good care of it. All equipment, especially the cooker and fridge, crockery and cutlery, must be left clean and the cottage must be left clean and tidy at the end of the hire period. The Hirer must accept responsibility for extra cleaning costs if necessary.

## **Complaints**

In the event that the hirer has a complaint about the holiday accommodation, please notify us immediately, as we will use all reasonable endeavours to rectify the problem.