

## BOOKING TERMS AND CONDITIONS

**It is important that you read this information before making a booking with us.**

To make a booking, complete the contact us form online. Once your request has been agreed, payment information will be provided. Your reservation is not guaranteed until the deposit has been received. PLEASE ENSURE YOU HAVE READ AND AGREE WITH OUR TERMS AND CONDITIONS.

### Telephone Bookings

To book by telephone, please ring on +44 7879481757. You are able to make a provisional booking over the phone. We will hold it for you for up to 48 hours, then after receiving the required booking information and deposit, it will be confirmed.

### 1. BOOKING

**To make a booking or confirm a provisional booking, please note the following.**

- (a) Complete the booking form online.
- (b) Pay a deposit (non-refundable) of 10% of the booking total per week. Bookings within eight weeks of arrival require full payment of the accommodation cost at the time of booking.
- (c) Payments should be made by bank transfer; details will be provided when booking. Cheque payments should be made payable to 'Family Cottages Ltd.
- (c) Customers should read our description to ensure that the accommodation is suitable for their needs.
- (e) The content of our web site has been prepared in good faith. We will advise you of any significant changes at the time of booking or as soon after as possible if you have already booked.  
We cannot accept any responsibility for any minor or insignificant inaccuracy contained within the description or information.
- (f) If you have any special requests you must advise us in writing at the time of booking (special requests). Although we will endeavour to attend to any reasonable request no guarantees can be given that any request will be met.
- (g) A £200 security deposit is required 14 days prior to your holiday start date. This will be returned within 7-10 days after your stay if it is not required.
- (h) Your booking is directly with the owner of the property and you are entering into a contract with Family Cottages.

## 2. CONFIRMATION

Following receipt of your deposit and booking details, confirmation of the reservation will be sent to you by e-mail. Directions to the property and any further information will be sent either at time of booking or on payment of the balance.

## 3. PAYMENT OF BALANCE

The balance of your accommodation cost is payable no later than 8 weeks before the date of arrival. You will be sent a reminder when payment is due. If the balance payment is not received by the due date, your booking may be cancelled and your deposit retained, at our discretion.

If we are able to re-let the property, you will still forfeit your deposit, but the balance of the accommodation costs will be waived.

## 4. COTTAGE CONDITION

### **The cottage is cleaned, checked and beds made up for your arrival**

Occasionally, due to circumstances beyond our control, the housekeeper may not have completed all housekeeping by 3pm in such circumstances housekeeping will be completed as soon as possible thereafter.

(a) We make every effort to ensure that the cottage is clean and tidy for your arrival and that all equipment is working correctly. The hirer is responsible to take all reasonable care of the property and is expected to leave the cottage clean and tidy and in the same condition as found. Please let us know immediately if there are any problems, so that we have the chance to put things right and organise repairs or replacements if necessary. At the end of your stay, we will check over the cottage and a charge will be made for any significant damage or breakages

(b) We request a security deposit of £200, to be paid two weeks before your holiday start date. This is to cover for any accidental damage or extra cleaning. We will use our discretion, as to whether payment for damage is required. We understand breakages can happen and will not withhold the security deposit without good reason. The security deposit will be returned 7-10 days after your stay if all is well.

(c) Under no circumstances can Family Cottages be held responsible for guests' belongings whilst guests have the use of the property. Any valuables left at the property are left at your own risk. It is essential and your responsibility to ensure that all doors and windows are closed and locked when leaving the property unattended, or whilst using the pool.

We strongly advise that you take out adequate travel insurance prior to the commencement of your holiday.

(d) We cannot be held responsible for any noise or disturbance originating beyond the boundaries of the property.

(e) We do not accept responsibility for the failure of public services such as water, gas, electricity, plumbing, sewerage systems, telephone & broadband internet services, or unforeseen breakdowns of domestic and mechanical equipment such as boilers, plumbing and heating systems (but in such an event we will make every effort to effect repairs as early as possible).

(f) Whilst we make every effort to ensure that all appliances, fixtures and fittings are in working order at the beginning of your stay we cannot be held responsible for non-working items found (including wi-fi where specified) but would always make every effort to effect repairs as early as possible once they have been reported directly to us.

(g) Please note that just like in your own home, the property can suffer from dust and cobwebs in unusual places. The housekeeper does her best to keep on top of this but cannot guarantee every speck of dust or cobweb is removed.

(h) Hot Tub - You will have exclusive use of the hot tub for the duration of your stay. We aim to prepare the hot tub ready for guest arrival, however for the benefit of all users we must comply with very high Health & Hygiene standards when servicing and maintaining our hot tub. The water in the hot tub is changed after each booking and therefore, we cannot guarantee the water in the hot tub will be hot enough for use the first night of your arrival.

We have a team of pool maintenance staff, who tend to the pool and hot tub three times a week to ensure the water quality is safe for use. The gardener will tend to the garden and outdoor space usually once a week on Friday morning, weather permitting.

## 5. CANCELLATION

If you need to cancel your holiday, prior to the final balance becoming due (i.e. more than 8 weeks before arrival), the deposit will be forfeited but the balance of the accommodation cost will not be payable. If your cancellation notice is received after the final balance has been paid, you will have the option to re-book a later date, or receive a refund, less the deposit. We therefore strongly recommend you take out adequate holiday insurance. It remains your responsibility to arrange for and check the adequacy of any such insurance cover.

## 6. MOVING A BOOKING

We recognise that sometimes customers have to move bookings due to other commitments, and we will endeavour to help where possible. Any changes made by us on your behalf will be treated as a new booking and the fee payable for that week.

Please note all moves are subject to the property owner's discretion and availability.

## 7. YOUR RESPONSIBILITIES

(a) Arrivals & Departures – The cottage is available from 3:00pm on the day of arrival and must be vacated by 10:00am on the day of departure.

(b) Please report any defect or shortage to us immediately, in order that the problem can be solved as quickly as possible. As our housekeeping staff are always short of time. All guests should leave the accommodation very clean and tidy and pay for or replace any damaged items incurred during their stay.

(c) Any damage caused resulting in extra cleaning, repair or replacement will incur a charge payable. We ask that guests report any damages caused during their stay to us as soon as possible. (honesty is the best policy)

(d) Noise & Behaviour – please respect our neighbours. You are responsible for the correct and decent behaviour of all members of your party for the duration of the booking and for maintaining acceptable levels of noise at the property and within the grounds and vicinity of the property particularly between 10.00pm and 08.00am.

In the event of you or any member of your party breaching this responsibility, we reserve the right to ask you to vacate the property and the contract will be terminated with immediate effect without refund or compensation

(e) Occupancy – Our property only accommodates the number of people as the beds listed allow. Due to extra wear & tear resulting from the overuse of all areas, extra people may not normally be accommodated except by written permission. We do not allow the use of the cottage by people staying nearby in campervans, caravans or tents. If you intend to have visitors to the property you must seek prior permission from us.

(f) Pets are strictly forbidden, due to the owners' allergies.

(g) Smoking – For the enjoyment of all our guests we would respectfully ask that you do not smoke inside the cottage. Please use the ashtray outdoors and empty it and dispose of cigarette butts safely.

(h) Complaints – All complaints must be made to us during your stay. We can only consider & attempt to rectify complaints made to us whilst you are staying at the cottage.

#### TARIFF

The prices quoted in the tariff are inclusive of bed linen, hand towels, cot and highchair if required. We ask that you bring your own bath and pool towels.

#### SWIMMING POOL AND HOT TUB SAFETY

Our swimming pool is unsupervised. All guests must be aware of the safety notices and abide by the pool rules. It is the parent or guardian's responsibility to supervise the safety and good conduct of children at all times whilst in the property. Usage of all facilities is entirely at your own risk.

When using the hot tub, please read the health and safety notice provided in the welcome book.

#### FACILITIES

We reserve the right to alter or withdraw facilities without prior notice where reasonably necessary, due to repairs, maintenance and circumstances beyond our control.