

## BOOKING CONDITIONS

### 1. Brochure and Accuracy

Whilst every effort has been made to ensure that the brochure and all advertising material is accurate at the time of publication, we cannot be held responsible for changes or matters outside our control. All information is given in good faith but no warranties are made regarding information provided, either written or oral.

### 2. Booking and Payment

Bookings can be made by E-mail or post and confirmed within 7 days using the Booking Form supplied and enclosing a deposit of £25 per person (non-refundable) or if you are booking less than eight weeks before your arrival date, the full price. Under no circumstances can the prescribed number of persons per booking form be exceeded. The final payment becomes due eight weeks before your holiday date. There will be no refund 45 days before arrival, which will be 50% refund from eight till six weeks before arrival date. If the full amount plus the security deposit is not received by the due date we reserve the right to cancel the booking.

### 3. Prices

Prices are per week per cottage and are inclusive of electricity (an excess of 50 units per week will be chargeable), gas, water and the provision of bed linen and towels but do include towels for use at the cottage(s) or around the pool. Please bring your own pool towels for use at other places otherwise a charge will be made.

### 4. Cancellation

It is recommended that you take out insurance to protect the risk of cancellation from the time of booking and for medical, baggage cover etc. whilst abroad. Should a cottage be unavailable on the day stated, due to unforeseen circumstances, every attempt will be made to relocate guests. If this is not possible, all rent monies will be refunded without question but no further liability will fall upon the owners. We will ask £200 per stay with the booking as deposit. The deposit will be refunded at your last day of staying.

### 5. Your responsibilities

Your property will be cleaned before your arrival and we respectfully ask you to remember that you are staying in someone else's home and to leave it tidy when you depart. We will charge £80 as the cleaning fee. Cleaning will be done two times a week. If extra cleaning is required a minimum charge of £50 will be levied. Breakages should be reported to the owners in order that it can be rectified before the following clients arrive. Please do not arrive at the property before 5.00 p.m. and kindly leave by 10.00a.m. on the day of departure (otherwise you could be charged extra rental) in order to give enough time between clients to ensure that the property is ready. If you expect to arrive after 7.00 p.m. please telephone.

### 6. Complaints

In the event of any complaint arising, either on arrival or after occupation has commenced, this should be brought to the attention of the owners immediately so that remedial action, where necessary, can be taken without delay. They will do everything possible to deal with any difficulties both quickly and effectively. The owners retain the right to enter the property at any reasonable time to deal with any complaints and to carry out any repairs deemed necessary to the property or equipment. Any complaint after departure must be in writing within 14 days of your departure.

7. Swimming Pool - Open June to September - 12m x 6m x 1.5m. Pool towels are supplied - please bring your own towels as well. No diving as the pool is only 1.5m deep. No drinking glasses or bottles to be used around the pool (plastic only please) or food (crisps etc).

### 8. General

Whilst every possible effort will be made to maintain the pool and household equipment in good order for the enjoyment of our guests we cannot accept liability in the event of any unforeseen calamity but would ask you to bear with us whilst we attempt to rectify the problem as soon as possible. We accept smokers but only if you smoke outside. If the cottage needs to be fumigated due to excess smoke, a minimum charge of £100 will be levied.

### 9. Car parking free.

9a. Pets: we assumed that your dog (s) is (are) very well socialized (as we have a dog on our own) and well behaved. Under no circumstances are any pets allowed on the sofa and beds.

10. These conditions are governed by English law.