

BOOKING CONDITIONS

1. Advertising and Accuracy

Whilst every effort has been made to ensure that 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% (non refundable) or if you are booking less than eight weeks before departure, 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 21 days before arrival. 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 but do not include towels.

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.

5. Your responsibilities

Your property will be cleaned before your arrival. we ask that you agree to be a considerate tenant, to take good care of the property and at the end of your rental period to leave the property in the same clean and tidy condition that you found it on your arrival. 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 4.00 p.m. and kindly leave by 10.00 a.m. on the day of departure 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

No swimming between 20.00 hours and 09.00 hours. No drinking glasses or bottles to be used around the pool (plastic only please) or food (crisps etc). Children to be under parent's supervision at all times as the owners cannot be responsible for their safety as there is no lifeguard on duty. This also includes supervision around the River and lake.

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.

Smoking is not permitted inside the rental property.