

## WRINGWORTHY COTTAGES

### TERMS AND CONDITIONS

#### Booking Procedure:

When you have chosen your cottage please check first that is available on our Cottage availability calendar. If the cottage is free then we will reserve it for you straightaway so that no-one else can book it in the meantime. We will confirm this to you by e mail or telephone.

We endeavour to respond to all e mails and phone messages within 24 hours. As resident owners, we often exceed this target so you have the information quickly. During the season our cottages are let Friday to Friday. Out of season, your holiday may start and finish on any day with a minimum 2 nights stay.

Once a cottage has been reserved, we will send written confirmation with a booking form. We ask that you complete and return the booking form within 7 days of receipt with a deposit of one third of the total cost of your holiday. The return of your form with a deposit is your contract with us. We no longer offer holiday insurance, but we strongly advise that it is taken out at the time of booking.

#### How to Pay:

- \* by cheque made payable to Wringworthy
- over the phone by credit or debit card at no extra cost
- over the internet by Bank Transfer. Please ask us for details.

Once we have received your deposit we will confirm this in writing. Your balance is due 6 weeks before your holiday and this date will be given on your confirmation letter. If your holiday is within 4 weeks of your booking then we ask that you either pay the full amount or a 50% deposit with the remainder on arrival. We regret we cannot accept cheques on arrival – only cards or cash.

Our prices include all heating, bed linen, towels and tea towels. Electricity is by £1 slot meter and on average this costs £3 per cottage for a short break or £5 - £7 for a week. Our swimming pool is open from the 14<sup>th</sup> May until the 17<sup>th</sup> September.

1. Bookings are only valid when confirmed in writing. Once you have paid your deposit you have entered into a contract with us.
2. The Owners accept no responsibility for personal injury to Guests, loss or damage to their property or matters over which they have no direct control.
3. We do not provide cancellation insurance. This must be taken out by you according to the terms and conditions of your insurer.
4. All cancellations must be made in writing by the person who made the booking. If you cancel your holiday, we will in the first instance offer you an alternative date. If you do not wish to take up an alternative date, then we will endeavour to re-let the cottage for this time. If we do succeed in re-letting the cottage then we will refund part of your money depending on how much notice has been given. We will deduct from this refund the reasonable costs of re-advertising and administration. If we cannot re-let the cottage, then no refund will be made. Refunds will only be given to the person named on the booking form.
5. Cottages must not be occupied by more than the numbers stated clearly on the website. The number relates to the permitted number of guests in each cottage. It includes all adults and all children aged over 2 at the time of the holiday not at the time of booking. A cot is only suitable for infants aged 2 or less. We will ask you to leave immediately if your cottage has more than it's permitted number and no refunds will be made.

6. Please report all damage and breakages inside your cottage or on site immediately. For small items, no charge is normally made. However we reserve the right to charge for any item that has been damaged and for deliberate damage a charge will always be levied.
7. We take great care to present out cottages in a clean and tidy condition. We expect our guests to leave them as they found them.
8. Our cottages are let from 3 pm on the day of arrival until 10 am on the day of departure. Guests staying on beyond the departure time will be charge an additional days letting.
9. Non- residents may only stay in the cottage if it does not lead to over occupation. Prior permission must always be sought from the owners if non-residents are to visit during your stay with us.
10. We do not have designated parking bays. However, we do ask that you park outside your cottage and any additional cars use our overflow car park. Guests must always park responsibly on site and be considerate to other guests at all times.
11. Any guest causing unnecessary noise, disturbance, nuisance or other interference with other guests on site will be asked to leave immediately. No refund will be given.
12. Dogs can only be left alone in the cottages in a dog crate for short periods and must be kept on a lead whilst on site at all times.
13. No smoking inside any cottage or other building or around our swimming pool.