

Conifer Cottage - Terms and Conditions of Letting

Thank you for making a reservation with us. We, the owners of Conifer Cottage, would like to draw your attention to the following terms and conditions as a booking made with us for holiday accommodation is an acceptance of these terms by you.

1. All bookings are accepted on the specific understanding that the accommodation is let for the specified number of guests only. All guests must vacate the accommodation on the agreed date at the end of their stay.
2. Under the Immigration (Hotel Records) Order 1972, we need to know the full names and nationality of all guests over the age of 16. In addition, for our records, we require your address and, if different, the name and address of the person paying.
3. We only accept children under the age of 3 by prior agreement with the owners.
4. Unless otherwise arranged, guests are asked to arrive after 4 pm on the first day of their stay and to vacate by 10 am on the day of departure.
5. In the event of the accommodation becoming unavailable for occupation for reasons beyond our control, liability will be limited to a sum not exceeding the amount paid by you. No duty shall fall upon us to offer alternative accommodation.
6. The guests, his/her family or visitors will not cause any annoyance or become a nuisance to tenants or occupants of adjoining properties. We cannot accept responsibility for work taking place outside the boundary of Conifer Cottage, nor for noise or nuisance resulting from third party activity over which we have no control.
7. Strictly no smoking and no pets within the boundary of Conifer Cottage.

Payments

8. Payment can be made by debit or credit card, by cheque or by bank transfer.
9. To make a firm booking a non-refundable deposit of 25% is required and the balance of the booking fee is due 6 weeks prior to the start of your stay without further demand. Once the deposit has been received, you are then liable for the total accommodation fee. In the event of us not receiving the balance amount by the due date we will be entitled to immediately re-let the accommodation to other guests. In the case of bookings made within 6 weeks of the start of your stay the full amount must be received at the time of booking.
10. We confirm the booking by email, or in writing.
11. The deposit or full payment, whichever is relevant, must be received within 72 hours of the date of the confirmatory email in the case of card payments or online bank transfers. Cheques must be received within 6 days of the email. If confirmation of a booking is made by letter an additional 48 hours is allowed.
12. If a booking is made within 2 weeks of your arrival at Conifer Cottage payment can only be made by card or bank transfer.
13. In the event of **cancellation** the deposit, 25% of the full amount, is non-refundable. If cancellation takes place less than 6 weeks from the start of your stay any refund will be at our discretion.
14. You are strongly recommended to take out adequate insurance to cover cancellation by yourselves. We would also recommend that you consider Covid cover in your insurance.

Equipment and Damage

15. Any damage, breakage or anything giving cause for concern on taking occupancy of the accommodation must be reported to ourselves within 48 hours.
16. Every effort is made to ensure all items of equipment supplied are in good working order. However, no guarantee is given or liability accepted if breakdowns occur before or during a holiday. Whilst every endeavour to organise repairs or replacements as quickly as possible will be made, delays inevitably do occur, particularly during the main season.

17. We cannot accept liability for any damage, loss or personal injury sustained by guests, his/her family or their visitors or any damage to or loss of property or belongings, howsoever caused. This includes any damage to guests' vehicles.
18. Whilst the accommodation is cleaned between lets, the property, fixtures and fittings must be left in a clean and tidy condition.
19. Guests are responsible for any damage or breakages, which should be reported to ourselves. Such losses or additional cleaning charges, if the property is left in an unsatisfactory condition, must be paid for and in these circumstances we will contact you with details of the charges incurred.

Andrew Hayes, Owner
07707 894499