

Coates Mill Cottage - Booking Terms and Conditions

BOOKING NOTES

1. Currency - all prices quoted are in (£) sterling per property
2. Prices Include - Rental, heating, electricity, logs, use of bed linen and towels and toiletries.
3. Christmas - The minimum stay is 7 nights.
4. New Year - Is a minimum stay of 7 nights.
5. Easter - Is a minimum stay of 7 nights.

TERMS & CONDITIONS

1. PAYMENT

A deposit of 30% of the rental fee is payable immediately upon the making of the booking, if the booking is made more than 8 weeks before the start of the rental. The balance shall be payable 8 weeks before the commencement of the rental. The booking will not be confirmed until the deposit is received. Non-payment of the balance of the rent on or before the due date shall be construed as a cancellation of the contract by the guest. For bookings made less than 8 weeks before the commencement of the rental the total fee is payable. For bookings made less than 3 weeks before the commencement of the rental, no cheques can be accepted, and payment should be made in cleared funds ie. by credit card.

2. CANCELLATION

Any cancellation made by the guest for whatever reason shall be in writing. On receipt of notice of cancellation, we will endeavour to re-let the property for the period of the booking. If we succeed in re-letting the property for the whole period we will refund all the monies paid less an administrative charge of £35.00 per booking. If we only succeed in re-letting the property for part of the period booked we shall refund an amount equal to the money paid by the Client less (1) the rental for the period which is not re-let and (2) an administrative charge of £35.00. If we are unable to re-let the property at all then the guest will be required to pay the full booking cost. WE STRONGLY RECOMMEND GUESTS TAKE OUT CANCELLATION INSURANCE.

3. CHANGES OF DATE

We may consider a request from a guest to change the dates of the booking after confirmation has been issued. Agreement will be given subject to all of the following conditions being met: if (1) the property is available for the period requested; (2) the request is received more than 8 weeks prior to the commencement of the rental; and (3) the Client pays an administration fee of £35.00 and any additional sums due in respect of any higher prices for the relevant period.

4. PERIOD OF HIRE

Rentals commence at 4.00 pm on the day of arrival and terminate at 10.00 am on the day of departure.

5. USE OF PROPERTY

The number of persons occupying the property must not exceed four. The property shall be used for personal and domestic purposes only. The property shall not be used for any commercial purposes. We reserve the right to refuse entry to the entire party if this condition is not observed, and generally in the case of any breach of these Booking Conditions by the guest.

6. ELIGIBILITY

We reserve the right to refuse bookings from a) groups of single sex people under the age of 21 and/or b) hen or stag parties.

Sorry, no children under 8 years.

7. COMPLAINTS

Should there be any cause for complaint during the occupation of the property it must be notified promptly to us and in case of serious problems confirmed in writing.

8. BREAKAGES OR DAMAGE

The guest is legally bound to reimburse us for replacement, repair or extra cleaning costs incurred as a direct result of the guests use of the Property on demand.

9. CARE OF THE PROPERTY

The guest shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and condition and in the same clean and tidy condition at the end of the rental period as at the beginning. The guest shall abide by all instructions with regard to the use of the property and its fixtures and fittings as notified.

The property is non-smoking throughout - The full daily rate will be charged until the property is fit to re-let if guests have smoked.

10. PETS

Chapel Cottage

No pets are permitted. Registered guide and hearing dogs belonging to those with visual and hearing impairments are allowed.

Coates Mill Cottage

One small/medium dog is welcome for an extra charge of £20 for the duration of your stay. Please specify that you wish to bring a dog at the time of booking so that we can confirm. No pets other than dogs are permitted. We require a refundable deposit of £100.

You must ensure that the dog is properly controlled and supervised at all times; they must not be left unattended; and they are not permitted in the bedrooms or on any of the furniture. You are advised to bring a pet basket.

11. LIABILITY

Total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation or otherwise, arising in connection with the performance of the Contract shall be limited to a sum equal to three times the rental fee; and we shall not be liable to the guest for any type of indirect or consequential loss or damage, costs, expenses or other claims for consequential compensation whatsoever (howsoever caused) which arise out of or in connection with the Contract. Save for any rights under these Conditions and the Contract which may be exercised by us, no term of the Contract is enforceable under the Contracts (Rights of Third Parties) Act 1999 by a person who is not a party to the Contract. Without prejudice to the foregoing, if the property which the Client has booked becomes unavailable or unuseable for some reason prior to the date of booking, then our obligation will be to (1) use their best endeavour to find a suitable alternative property, or failing which (2) to reimburse the Client for any monies paid. Notwithstanding any other provision of this Contract, we as owners be deemed to be in breach of this Contract or otherwise be liable to the Client, for any delay in performance or the non-performance of any respective obligations under this Contract, to the extent that the delay or non-performance is due to any act or circumstance beyond reasonable control, and the time for performance of that obligation shall be extended accordingly. Force Majeure, of the nature of which this clause is intended to cover, includes without limitation fire, flood, exceptional weather conditions, epidemics, destruction and damage of the Property by any cause other than negligence, and all similar situations. No compensation, costs, expenses or other sums of any description (including without limitation the cost of securing an alternative property/accommodation) will be payable in such circumstances.

14. RIGHT OF ENTRY

We reserve the right of entry to the property at all reasonable times for the purposes of inspection or to carry out any necessary repairs or maintenance.

15. DAMAGE DEPOSIT

We require valid credit/debit card details as a security deposit on arrival. Any costs for breakages, damage etc. will be notified to the guest and debited from the card.

OTHER ISSUES

Building Work: We should point out that we cannot be held responsible for any building or road workings which may be carried out close to the property, these can occur at any time without prior notice.

Special Requests: Special requests may be made prior to travel and whilst we will endeavour to meet them, unfortunately this cannot be guaranteed. Under no circumstances will requests accepted by us form part of our contractual obligations and we will not have any liability if they are not met, unless this has been agreed by us in writing.

Problems During your Stay: In the rare event that you have a problem or complaint with your accommodation, please call us quickly as possible so that swift action can be taken

Withdrawal of Facilities: Please note that on rare occasions facilities may have to be temporarily withdrawn at short notice during your holiday through circumstances which are beyond our control.