

## Blacksmith's Cottage Terms & Conditions

### Bookings & Payments

When the lead person named on the booking makes a booking he/she guarantees that he/she is aged 18 or over, has the authority to accept and does accept the terms of these booking conditions on behalf of all members of the party booking.

- Bookings made through the online booking system are provisional until confirmed by the owner.
- If bookings are made within 6 weeks of the arrival date the holiday price must be paid in full. For bookings made in excess of 6 weeks from the arrival date you must pay a booking deposit to secure the booking. The booking deposit will be 25% of the total. The balance will be payable 6 weeks prior to arrival date. Please note that if payment is not received as specified, the property will be available for hiring to another party.
- If the booking is made online the balance payment will automatically be taken from the original card used on the due date unless the card has expired or payment is refused, in which case the owner will contact you.
- Once the balance payment has been taken you will be notified via e-mail. If you wish us to use a different payment card please contact the owner **BEFORE** the due date.
- There is a £25 booking fee for changing a booking that has already been confirmed. Excluding change of booking dates made within 6 weeks prior to arrival, as this is treated as a cancellation.

### Cancellation by the client

- If a cancellation is requested more than 6 weeks in advance of the letting period the balance of any monies paid, less the booking deposit, will be returned to you.
- If a cancellation is requested within the 6 weeks prior to the letting period the owner will retain the booking deposit and also reserves the right to retain the balance of the rental payment, should it not be possible to re-let the property.
- The owner will always endeavour to re-let the property though and if successful will refund any monies paid less any charges/fees for additional advertising or discounting. You are strongly advised to arrange insurance cover against cancellation for any reason.
- For bookings across the Christmas and New Year periods the balance payment is due 8 weeks prior to the booking start date, if the booking is cancelled after the balance is due then 100% of the balance will be repaid dependent on the cottage being resold, if the cottage remains unsold then no monies can be returned. During this period the deposit is forfeit.

### Alterations and cancellation by the owner

- Although it is unlikely that the owner will have to make any significant changes to confirmed arrangements, this does occasionally happen, and the owner will try to advise you of any change or

cancellation at the earliest possible date. In this event you will be offered equivalent alternative accommodation or (if you reasonably choose not to accept the alternative offered) a full refund will be issued.

#### Force majeure

- Except where otherwise expressly stated in these booking conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by any event which we or the supplier(s) of the service(s) in question could not, even with all due care, foresee or avoid. These events can include, but are not limited to war, threat of war, civil strife terrorist activity and its consequences or the threat of such activity, riot, the act of any government or other national or local authority including port or river authorities, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster and adverse weather, sea, ice and river conditions and all similar events outside our control.

#### Check in & Departure

- The cottage is available from 3.00 pm on the day of arrival and you must vacate the cottage by 10.00 am on the day of departure.

#### Damage

- The client will leave the property in a clean and tidy condition at the end of the period of occupation, ensuring that kitchen surfaces are free from grease, and that litter and refuse is placed in bags or receptacles that are provided for that purpose. The owner may make a reasonable additional charge for additional cleaning work if the property is left in a dirty condition or an abnormal amount of refuse needs to be disposed of.
- In the event of damage to the premises or any of the owner's property, or loss of the owner's equipment, the client must inform the owner immediately. The owner reserves the right to automatically charge the hirer for any damage or breakages which are considered to be deliberately or recklessly caused.
- The owner may make a reasonable charge for replacement of lost keys.
- We do however reserve the right to charge for any damage or breakages, which we consider, deliberately or recklessly caused. You will be notified in writing as soon as is reasonably practicable, if the damage is discovered after you depart.
- The owner also reserves the right to charge further sums if they are unable to re-let the cottage as a consequence of the damage.
- There is a no smoking policy in the property at all times.

#### Use of accommodation

- The use of the accommodation is entirely at the risk of the user and we accept no responsibility for injury, loss or damage to property to or of the hirer or his visitors; these are at the hirer's risk at all times. Please ensure you have the appropriate travel insurance.
- The booking is not transferable. Only those guests whose names and addresses appear on the booking form or similar paper records may stay overnight in the property unless the owner gives express permission for overnight guests of the client to be accommodated in addition to the pre-booked party.

- In the event of breach of these terms and conditions or misbehaviour or other fault of the hirer we reserve the right to terminate the hire without prejudice or liability of any kind and without refund of any hire monies and to make reasonable extra charges by way of compensation.
- The client must treat the property's neighbours with respect at all times and in particular must ensure that the level of noise emanating from the property is reasonable at all times. Between 23:00 and 08:00 noise must be kept to a low level that does not cause any disturbance to local residents.
- The client and his party are required to apply normal security precautions for the prevention of theft or burglary including locking of all doors and securing of all windows when the property is unoccupied and the securing of doors whilst the occupants are asleep to prevent entry by an intruder.
- No items belonging to the cottage should be removed from the cottage at any time.

#### Accuracy

- The owner will describe the property honestly and without omitting significant information but minor variations from the brochure or website description may occur as a result of maintenance, painting, improvements or replacement of fixtures and fittings. The owner undertakes to inform the client of any significant variations compared to the brochure or website description. Significant variations are those that, in the opinion of a reasonable person, would have a substantive effect on the enjoyment of a holiday in the premises.
- We take great care to provide accurate information on the property and general area in which it is located. However, there may be occasions when facilities which are not under our direct control may not be available. We will endeavour to inform you of any such changes in advance; although these will not in themselves

#### Public utilities

- The owner takes no responsibility for the failure of public utilities including suppliers of electricity, gas, telephone, Internet, cable television or water services.

#### Additional conditions

- We provide free access to the cottage Wi-Fi and the connection speed and availability are outside of our control. If it fails we will do everything reasonable to get it reconnected but there will be no liability on our part for loss of service.
- You must ensure that you use the cottage Internet connection responsibly and that illegal or pirated material is not viewed or downloaded.
- Up to two small house trained dog are permitted but must be declared upon booking and additional charges apply..
- Children / babies are not catered for.
- Please note that the holiday is self-catering
- Please note that we are in a small but popular village location, so we are not rural. We do have neighbours and passing traffic.

## Dogs

- Up to two house trained dog are permitted – this must also be pre-arranged with the cottage owner
- Dogs are not to be left alone in the cottage at any time
- Not to be allowed upstairs in the bedroom or on the bed under any circumstances
- Any use of our outdoor space must be left clean, this is not a toilet, it is for guests to enjoy.
- Do not allow dogs on the furniture
- Clean up after your dog when out and about in the village.

We reserve the right to make additional charges should we feel these rules have not been adhered to. Any damage caused by your pet will be chargeable. Any mess resulting in additional / excess cleaning will be chargeable.

