

Terms & Conditions

Payment and Deposit

We ask for a deposit of 30% of the total hire charge to reserve your dates with us along with a completed booking form. Your dates will be secured upon receipt of payment. Confirmation of your reservation will be sent to you once your payment has cleared. This deposit is non-refundable. The balance of the hire charge is due no later than four weeks prior to your reserved dates. Failure to pay the balance before this time may result in the cancellation of your booking with us.

The complete payment is required on reservation if your stay is due to start within four weeks of your booking.

Please make sure that you state on the booking form whether you would like the bedrooms made up as twins or doubles. This is very important, as it takes an immense amount of work to alter the make-up of the beds with the correct linen. If the make-up of beds has to be altered after your arrival, because your requirements have not been made clear beforehand, we may have to make a charge for the extra work involved. This charge will be deducted from your damage deposit cheque.

Damage Deposit

A refundable damage deposit of £500 is payable at the same time as the balance of the hire charge. A deduction will be made in the event that you or anyone in your party causes either excessive damage, incurs a need for extra cleaning, leaves the property without settling invoices for additional services and supplies received during your stay. You will be notified in writing of the details of any extra costs incurred within two weeks after the end of the let. If the Property is left in a satisfactory condition and all invoices have been paid, your deposit will be returned in full.

Payment Method

Payment should be made in the form of a cheque drawn on a UK bank, or otherwise a bank transfer (also covering the cost of the bank charges) may be more convenient for those coming from abroad. Please check with us before proceeding with a booking if you wish to pay by any other means.

Cancellation

Any cancellation made by you for any reason must be in writing addressed to us at the address at the bottom of the booking form. On receipt of the notice of cancellation we will seek to re-let the Property for the period of your booking. If we succeed in re-letting the Property for the whole of the period booked we shall refund an amount equal to the money paid less any expenses incurred by us in reletting the property. If we are unable to re-let the Property at all then all monies paid by you shall be forfeited to us. We strongly recommend you to take out cancellation Insurance.

Change of Dates

We may, at our discretion and subject to availability, consider a request from you to change the dates of the booking after confirmation has been issued. The request must be received more than 12 weeks away from the commencement of the booking and an administration fee of £40.00 will be charged.

Period of Hire

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

Use of the Property

The number of persons occupying the property must not exceed the maximum number stipulated by us. The property will be used for personal, domestic purposes only and cannot be sub-let to third parties. The Property shall not be used for any commercial purposes without our prior consent. We reserve the right to refuse entry to the entire party if this condition is not observed.

Care of the Property

The guests 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 let as at the beginning. In accordance with our damage deposit policy, we reserve the right to charge the guest for any additional costs we incur.

Professional Cleaning

We will be having the House, Cottage and Annex deep cleaned professionally on each changeover day, disinfecting the property between stays up to a professional standard and we shall not be under any liability to the guests or third parties for any health issues they might develop subsequent to their holiday.

Use of the swimming pool

The swimming pool is 4ft deep (121.92 cm) and therefore NOT SUITABLE for diving. Diving is not permitted.

Pets

Dogs (maximum of two dogs per group) are permitted at a cost of £30 per dog per week. They must be under proper control at all times, must not be left alone in the property, they are not allowed in the bedrooms or on the furniture and their own food bowls/bedding shall be brought by the owner. No pets other than dogs are permitted.

Please ensure that the intention to bring dogs to the property is made clear on the booking form. If dogs are brought to the property without us having been previously informed, a charge of £50 per dog per week will be deducted from your damage deposit cheque.

Liability

We shall not, except if caused by our negligence, be under any liability to the guests or third parties for any accident, damage, loss injury expense or inconvenience, which may be suffered, incurred arise out of or in any way connected with the let. No term of the contract is enforceable under the Contracts (Rights of Third Parties) Act 1999 by a person who is not party to the contract. If the property becomes unavailable or unusable for an unforeseen reason prior to the date of booking, then we will reimburse the guest any monies paid.

Right of Entry

The owners or their representatives shall be allowed 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.

Cancellation Insurance

Cancellation insurance is not compulsory but we strongly recommend such insurance cover to protect the cancellation penalty.