



Holywell Cottage Holiday Home Terms and Conditions

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For the purpose of this document 'we' refers to the owners of Holywell Cottage and 'you' or 'the guest' refers to customers renting Holywell Cottage.

- **Payments.** An initial non refundable reservation deposit of £100 together with your completed booking form returned within 4 days of receipt will secure your booking. The balance of the total payment will be due no less than 4 weeks before your arrival date. If the booking is made within 4 weeks of the arrival date, the total payment must be made along with the completed booking form within 4 days of receipt to secure the booking.
- **Cancellations.** If cancellation is requested more than 4 weeks before the arrival date, any monies paid will be refunded minus the reservation deposit of £100. If cancellation is requested less than 4 weeks before the arrival date we reserve the right to keep all monies paid, but will try very hard to re book the property and if successful will refund you any monies paid minus the reservation deposit of £100.

Please note that as Covid 19 is now a known risk there will be no refunds for cancellation due to Covid 19. If you would like cover for this I would recommend taking out the relevant travel insurance to cover this before your trip.

- **Breakages/ damage.** We will not be liable for any accident, damage, loss, injury, expense or inconvenience to person or property suffered by the guest or any other person arising from or in any way connected with the letting. You are therefore strongly advised to take out adequate holiday insurance to cover you for your stay. Any personal belongings left at the property will be returned at the guests expense if requested.
We do not ask for a security deposit and accept that minor breakages (the odd cup, wine glass, etc) are a part of life, but we ask that you respect this by informing us of any damage/ breakages asap to give us time to replace/ put right before our next guests arrive.
- Arrival time is from 4pm and departure time is before 10am.
- **Guests.** The number of guests must not exceed 4 and the names of all guests must be provided on the booking form. Please let us know if any guests are to be substituted or added. The main contact (person filling out the form) must be over 23 yrs of age and is authorising agreement of these terms and conditions on behalf of all the people on the booking form.
We reserve the right to refuse any booking.
- **Non availability of property.** If for any reason beyond our control (eg fire or flood) the property is not available for the dates booked all rent and charges paid in advance by the guest will be refunded, We cannot however be responsible for matters out of our control during your stay that may cause disruption eg building works or disruption to supplies by utility suppliers.

- **Included** in the rent are electricity, gas, heating, wifi, towels and linen (excluding cot linen).
- **Pets.** No pets
- **Smoking** This is a non smoking property, but smoking is permitted in the outside areas.
- **Respect!** We respect that this is to be your home for the duration of the stay and want it to feel that way. We ask that you be respectful to neighbours and neighbouring properties.
Communication is key, Please contact us at any time during your stay if there is anything that you are not happy with or if you have any problems (and also if there are any breakages..!) and we will respond as quickly as possible. Our main intention is for you to have a wonderful holiday and to enjoy your stay at Holywell Cottage.

Fire Safety Precautions for your own safety

Please do not bring or use candles, night lights or live flames.

Please keep internal doors closed at night time.

Please do not charge or bring chargers for electric bikes unless it is the original manufacturers battery that came with the bike and then no charging over night or when the cottage is unoccupied.

No charging for electric scooters or electric cars.

Thank you for your understanding.