



## Terms and Conditions of Letting:

**Terms:** All of our cottages have the same terms and conditions of letting.

We let our cottages from Saturday to Saturday unless arranged otherwise - such as short breaks which can be booked for quieter times but always at our discretion.

We always aim to have your cottage ready for 2pm on your arrival day, although this depends on the previous occupants leaving no later than 10am. If guests wish to arrive earlier they would have to pre-arrange. Similarly if guests wish to arrive at a particularly late time this should be stated at the time of booking.

**Payments:** A deposit of £100 is required for all bookings for The Roaches and £50 for The Winking Man and Ramshaw Rock. This deposit is required within 7 days of booking and the balance is to be paid no later than 6 weeks before the arrival date. All payments will be acknowledged either through the post or as an attachment via an email with details of the booking together with any other information requested. All of our listed prices include linen, towels, electricity, high chair and travel cot.

**Cancellation:** If a party of guests has to cancel it should be done as soon as possible and you will be liable for the full charge once the balance cheque has been received 6 weeks before your holiday. We will try to re-let the cottage but if this not successful there will be no refund.

**We strongly advise travel insurance for all parties in case of a cancellation.**

If the cottages are unavailable due to circumstances beyond our control, such as fire, water damage or theft, the total cost of hiring will be refunded but alternative accommodation cannot be guaranteed.

**Numbers:** People or pets occupying a cottage must not exceed the agreed number at the time of booking.

**Pets:** Well-behaved, fully house-trained dogs are welcome but must not be left inside the cottage alone and if exercised in the garden, owners must clean up after them.

**Cleanliness:** We are very proud of our cottages and receive high praise for tidiness and cleanliness from the Tourist Board and the many regular customers who stay with us. We want to maintain those high standards and ask that any breakages are cleaned up and reported, we reserve the right to charge for breakages. At the end of your holiday we ask that you leave the cottage as you find it - clean and tidy.

**Smoking:** Guests are requested not to smoke inside the cottages.

**Access:** We reserve the right of access at any reasonable time should we need to.

**Liability:** We cannot accept responsibility for any of the guest's belongings if lost or damaged or for personal injury, indoors or out. Cars are parked at the owner's risk.