

Terms and Conditions

- Provisional bookings made by telephone or e-mail will be held for one week pending the receipt of a £50 per week or short break deposit by direct transfer or cheque. A booking will not be taken as firm until receipt of this deposit.
- The balance must be paid in full, 6 weeks before the arrival date preferably by direct bank transfer, or cheque. Unfortunately we are unable to accept card payment.
- In the event of cancellation, after final payment has been made, please advise us immediately. We will try to re-let, in which case we can return your payment less a handling charge of £20. If we are unable to re-let all monies will be forfeited.
- The cottage will be available from 3pm on the day of arrival to 10.00am on the day of departure.
- The cottage is cleaned and inspected between lets. On arrival please notify us of defects within 24 hours; failing which you are deemed to accept the condition of the property.
- There is no smoking, lit candles or any other naked flames allowed inside the cottage or the courtyard area.
- Please inform the owners of any stains or spillages immediately so that immediate action can be taken to mitigate any cleaning charges.
- Breakages and damages should either be replaced by the hirer with similar or reported to the owner and replacement or repair must be at the expense of the hirer. Your kind attention to this would be appreciated.
- By accepting our Terms and Conditions the hirer has agreed to leave the property at the end of their stay in the condition as found.
- The number of people occupying the cottage must not exceed 4, except under special circumstances as approved by us.
- No Pets are accepted.
- The cottage is to be occupied only for the originally booked period, and not for any extended period unless availability is checked and payment made in advance of the extended period.
- The use of the accommodation is entirely at the hirer's risk and no responsibility can be accepted for injury, loss or damage to the hirer or the hirer's companions or guests.
- The right of entry to the property, at all reasonable times, is reserved by the owner with or without workmen for the purpose of inspection or to carry out any repair deemed necessary to the property or equipment including gardening.
- In the unlikely event of the cottage not being available for reasons beyond our control, e.g. Fire damage, a complete refund will be given. No further liability will be accepted.

Note: Whilst every care is taken to ensure complete satisfaction with your holiday accommodation, in the unhappy event of your having cause for complaint, this should first be taken up with the owners directly. No complaint will be entertained at the end of the holiday or after the hirer has returned home. Reports, appreciative comments or constructive suggestions for improvement will always be gratefully received.