

# Rosemary Cottage

## HOLIDAY LET TERMS AND CONDITIONS.

### **Booking and Payment**

Provisional bookings made online will be held for 10 days pending receipt of the deposit being 25% of the weekly rental. Payment by cheque is preferred but can be made by PayPal or BACS transfer. Upon receipt of the deposit, the owners will acknowledge and confirm the booking. In the event of non-payment, after 10 days the provisional booking will lapse and the property will be readvertised for let. Payment for the balance of the holiday rental fee is to be made 4 weeks before the first day of the holiday period. Where a booking is made within 4 weeks of the start of the holiday, the full weekly rental shall be due and payable at the time of booking. All bookings are from Saturday to Saturday with access to the property from 3.00 p.m. on the first day and departure by 10.00 a.m on the last day, unless otherwise agreed between the owners and guests.

### **Insurance**

We strongly recommend that you take out holiday insurance to cover any losses, accidents, damage, injury, expense or inconvenience, cancellation or curtailment which may arise out of or in connection with the booking.

### **Cancellation/Refund Policy**

Should you wish to cancel a booking more than 7 days after having made it, a refund will only be made if we can relet the accommodation for the period of your booking, less a £20.00 administration fee.

### **Liability**

Guests to indemnify Rosemary Cottage and the owners against loss, damage or injury sustained to the property or persons as a result of any breach of these terms and conditions or arising from the faults of the guest or any member of the guest's party.

### **Damage /Breakages**

The guest shall keep the property and all furniture, fittings and effects in or on the property in the same state of repair and condition as at the commencement of the rental period. We respectfully ask that the property be left in the same state of cleanliness and general order in which it was found and would remind guests that smoking is not permitted in the property.

### **Complaints**

Rosemary Cottage is furnished and equipped to a high standard and every effort is made to ensure an enjoyable and comfortable occupation for the duration of your stay. If you should have cause to complain, please take this up with us immediately in order that we may resolve matters. We can be contacted by 'phone on either 01564 784312 or mobile 07919 542501 or 07831 529887 or e-mail [mowhill@farmline.com](mailto:mowhill@farmline.com) No liability will be accepted for a complaint made after a guest has vacated the property, which has not previously been reported to us.

### **Eligibility**

We regret we are unable to accept bookings from : groups of single people under the age of 25 or all male/female parties.