

# TERMS AND CONDITIONS OF BOOKING MICAWBER COTTAGE

## **BOOKING AND PAYMENT**

Bookings will be valid for three days after initial enquiry. 25% of total price must be paid within this time and the balance paid six weeks before arrival.

In the event that a booking is made within six weeks of arrival date then the full price should be paid at the time of booking. Payments can be made by telephone using credit card.

If the balance is not paid on time then we reserve the right to cancel the booking and retain the deposit if the property is not re-let. If the property is re-let then we will return the deposit less £30.00 to cover administration.

## **CANCELLATION**

If you need to cancel your holiday the cost is payable in full but we would try to re-let the relevant dates. If we are successful we would normally make a goodwill refund, all refunds are totally at the discretion of the cottage owners.

We strongly advise that visitors purchase holiday insurance.

Any complaint must be made immediately. Claims made after departure will not be accepted.

## **ARRIVAL AND DEPARTURE**

Visitors should arrive no earlier than 3.30p.m. and should vacate the property no later than 10.00 a.m. Should these times present a problem we will be as flexible as we can. Unauthorised late departure may lead to extra cost. The visitor is expected to leave the property clean and tidy and in the condition in which they find it. We understand that breakages can occur and would ask that visitors inform us of any damage. Damage, loss or extra cleaning may attract a charge.

Smoking is not allowed within the property. Only the people named on booking should be allowed to stay in the property unless prior arrangements have been made with owners. We regret that we do not accept pets.

## **CHARGES**

The price charged includes electricity, gas and water charges. It also includes bed-linen, towels and a Welcome pack. We have also included some kindling and wood for the log-burner.

## **PARKING**

Guests are provided with a free car parking space in an electronically locked car park, adjacent to the cottage.

## **ACCESS**

The owners, their tradesmen or agents must be allowed reasonable access to the property.

Whilst every effort is made to ensure accuracy on website and printed descriptions we cannot be held responsible for accidental errors or for any events outside our control.