

TERMS AND CONDITIONS

The Agreement

The conditions of rental are between the guest and the owner (Robert Gale). The contract is deemed to have been made once the guest has paid a deposit and the owner has despatched a confirmation of booking.

Payment

A £100 non-refundable deposit is payable at time of booking. If booking within six weeks of the holiday then the total cost will be required.

The full balance is due 6 weeks before arrival. Non-payment of the balance by the due date shall be construed as a cancellation by the client.

The price includes all bed linen, towels, some toiletries and utilities.

Arrival and departure

Weekly bookings run from Friday to Friday, mid-week Monday to Friday and weekend bookings Friday to Monday.

The cottage will be available from 3.00pm on the day of arrival. The keys to the cottage will be in the key safe located next to the front door. The code for the key safe will be sent to you with your booking itinerary.

On day of departure the holiday cottage must be vacated by 10.00am.

Guest Information

Complimentary welcome pack of tea, coffee, milk and Gallops Farm eggs will be left for your arrival. Storage for bicycles and other larger items is available on the farm.

Pets

We regret no pets are allowed in Monkey Puzzle Cottage.

Smoking

We operate a NO SMOKING POLICY inside the cottage

Cancellation or Changes by the Guest

Once the holiday is booked the guest has entered into a legally binding contract. If the guest cancels, for whatever reason, no refund will be due of either deposit paid or if within six weeks of the booking the total charge. A holiday cancellation protection plan should be taken out by the guest to cover this eventuality.

Once the owner has accepted a booking, changes to booking dates can only be made by cancelling the original booking with 6 weeks notice.

Prices

We reserve the right to change our prices, without prior notice. We guarantee that the price we quote for your holiday and subsequently ask you to pay will not increase once we have agreed to accept your booking.

All-inclusive price; the price charged by the owner is fully inclusive of electricity, heating, towels, linen and duvets.

Number of People using Holiday Accommodation

The owners permit the guests (but no one else) to occupy the property for holiday purposes only. No more than TWO (2) persons may occupy Monkey Puzzle Cottage.

Access

The property is not suitable for; children or infants, or any adult unable to cope confidently and safely with steps. It is the guest's responsibility to satisfy themselves that the Monkey Puzzle Cottage is suitable. The supervision of any visitor with children or infants, or any adult requiring care remains the responsibility of the guest at all times.

Other conditions

The owners ensure that the cottage is thoroughly cleaned between bookings, however; guests are responsible for leaving the accommodation in good order and in a clean condition, otherwise a cleaning charge will be levied.

Guests agree to inform owners of any damage or loss however caused incurred during occupation. The owner may ask for reasonable replacement costs.

The guest expressly agrees that where credit/debit card details have been taken for the booking the costs of rectifying the damage or loss will be debited from the credit/debit card.

Guests should not cause nuisance or annoyance to occupants of nearby properties.

Guests should allow reasonable access to the property by the owner for maintenance given reasonable notice.

If, in the opinion of the owner, any person is not suitable to continue their occupation of the property because of unreasonable behaviour, damage or nuisance to other parties, the contract may be treated by the owner as discharged and the owner may repossess the property immediately. The guest will remain liable for the whole cost of rental and no refund shall be due.

Complaints

The owner cannot be held responsible for any perceived inadequacies in the property that are not as such faults. The property description and all details both written and verbal are given in good faith and believed to be correct, but interpretation thereof can be subjective and as such their accuracy cannot be guaranteed.

Complaints procedure

Complaints should be notified during the guest's stay at the property. It is the duty of guests to minimize any loss to them and therefore it is their responsibility to inform the owner at the earliest possible opportunity of any problem. Accidents howsoever caused during the holiday are not the liability of the owner. Complaints received after departure cannot be accepted, as the owner had no opportunity to resolve the complaint at the time.

Liability

The owner cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, electrical services or exceptional weather.

No responsibility is accepted for loss or damage of property, vehicles or vehicle contents belonging to the guest, or any member of the party, or visitor, during their occupancy.

Cancellation by Owners

The owner reserves the right to refuse any booking and to cancel any bookings already made if the property is unavailable (e.g. through fire, flood, etc) for any reason whatsoever, subject to a full refund of all monies paid (but no further liability). Neither shall the owner be under any other liability if such cancellation occurs.

Personal Details and Privacy

The owner requires some personal details when making a booking in order to communicate with you in regards to your holiday. We take reasonable steps to ensure the security and privacy of your personal data. We require a correct address in order to safeguard your payment card against fraud. We require a correct and valid email address. All payment reminders and our arrival instructions are sent by email. When you give us your email address we may add you to our mailing list, (an opt out option is available when booking). We do not share personal details with any third parties.

Force Majeure

The owner cannot accept responsibility or liability for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government or public authority, changes imposed by re-scheduling of airlines or any other event outside our control.