

Broughtons Cottage Terms & Conditions

The contract is between the owners of Broughtons Cottage and the person (the hirer) booking the cottage for the purposes of a holiday only. The contract is not effective until the required payment has been received and confirmation sent from the owner to the hirer. By booking to stay at Broughtons Cottage you agree to accept these terms and conditions and any breaches may result in termination of the contract without refund or recompense to the client.

Bookings

Booking cannot be made by persons under the age of 18 or parties where the majority of members are under 18 years old. The person making the booking is responsible for all persons in their party. The owner reserves the right to decline any booking or refuse to hand over the key to any person who has not complied with the booking conditions. Included in the price of the accommodation is the use of towels and bed linen, reasonable use of electricity, central heating and initial supply of logs for the wood burning stove.

Smoking

The cottage is strictly non-smoking including vaping. Should you not comply with this policy we reserve the right to charge you for the full cost of cleaning carpets and other soft furnishings to remove the odour of tobacco. In addition any breaches may result in termination of the contract without refund or recompense to the client. Smoking is permitted in the gardens, all cigarette ends etc should be cleared away by the hirer.

Occupancy

Occupancy is from 3.00pm on the day of arrival to 10am on the day of departure unless otherwise and previously agreed with the owners.

Occupancy levels

The number of persons occupying Broughtons Cottage must not exceed 4 in total. Only those listed on the booking form may stay at the property, although it is usually possible, with the owner's permission, to invite a few friends or relatives to visit providing they do not stay overnight. Breach of this will usually result in the termination of the contract without recompense to the client.

If you have booked on the couples discounted rate (where offered) only 2 people must occupy the cottage for the duration of the stay and share 1 bedroom.

Reservations and booking

To secure a reservation the hirer must:

- a. Complete all parts of the booking form and send the completed booking form with the required deposit - £100.00.

- b. Pay the balance of the rental 8 weeks before the holiday is due to start. It should be noted that reminders are not usually sent out. If the balance is not received the owner reserves the right to cancel the booking and retain the deposit. Bookings made within 8 weeks of the start of the holiday require payment in full at the time of booking.

Short Breaks to be paid in full at the time of booking.

Cancellation by the Hirer:

If you need to cancel you must notify us immediately. We will make every effort to re-let for you via the website as usual. If we are unable to re-let you will be held responsible for the full balance

- Cancellation with more than 12 weeks notice – the deposit is forfeited
- 10-12 weeks notice -50% of the overall rental minus the deposit already paid becomes payable
- 8-10 weeks notice – 75% of the overall rental minus the deposit already paid becomes payable.
- With 8 weeks or less – 100% of the overall rental minus the deposit already paid becomes payable.

Holiday insurance

The hirer is responsible for taking out holiday insurance to cover cancellations and damage. The hirer cannot assume that the owners insurance will cover their damage.

Cancellation by the Owner

Should the owner need to cancel your booking you will be given a total refund, our liability would not extend beyond this refund.

Damage or Loss

The hirer agrees:

- That the supervision of children, babies and any adults needing care remains the responsibility of the hirer at all times.
- To be responsible for leaving the accommodation in good order and clean condition otherwise a cleaning charge may be levied.
- To pay for any damage or loss however caused excluding reasonable wear and tear during occupation. To report any damage immediately to the owner. No items provided within the cottage (including linen, towels, cutlery, crockery, cushions) may be removed from the property. If, in the opinion of the owner, any person is not suitable to continue their occupation of the property because of damage the contract may be discharged and the owner may repossess the property immediately. The hirer will remain liable for the whole cost of the hire and no refund will be due.

WI-FI is available free of charge. Please note that this cannot be 100% guaranteed as we are in a rural area speeds and connection may be intermittent.

Description

Whilst the owner makes every effort to ensure the accuracy of the property description, descriptions are inevitably subjective and are for guidance only. If any details are of particular importance please contact the owner for clarification

Liability

The owner cannot accept liability for any injury, material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property and its plumbing, electrical or otherwise or exceptional weather. No responsibility is accepted for loss or damage of property including vehicle or vehicle contents belonging to the hirer or any member of the party during their occupancy.

Complaints

If in the opinion of the hirer there are grounds for complaint it is the duty of the hirer to take it up with the owner immediately, or within 7 days in writing. It is specifically agreed that failure of the hirer to notify the owner of any complaint in accordance with the timescale above will entitle the owner to refuse the complaint, irrespective of its merits.

GDPR Compliance

All details provided on the booking form will never be shared with any third party and are for the purposes of contacting you about your holiday.

The booking form will be retained for 6 months after the end of the tax year following your stay. Bank account details are required to return any security deposit.

We do not take details of, or store, credit card details in any format. Email addresses are only used to communicate with yourselves about your stay and for future reference should you wish to book a return visit.

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