

# **Broughtons Cottage**

## **Who We Are**

Broughtons Cottage is a self-contained wing of our Grade 11 listed house, offering two bedrooms, bathroom, kitchen, utility area and sitting room. Guests have a private entrance, parking and sitting area and are welcome to use the greater part of the garden during their stay. An outbuilding is available for storage, including bikes.

Our address is The Broughtons, Flaxley, Nr Newnham on Severn, Gloucestershire GL14 1JW

## **How To Contact Us**

You can contact us by telephoning 01452 760293 or emailing [jo-j-murray@hotmail.co.uk](mailto:jo-j-murray@hotmail.co.uk)

## **Prices & Payment**

The price payable is for the number of nights stated in your confirmation letter. The price includes central heating (generously pre-set oil heating during the winter months, generally October-March), electricity, bedding linen, towels tea towels and supply of logs for the wood burner (within reason). We require a non-refundable deposit of £100 on booking with the balance of the price to secure your booking and the balance 8 weeks before your arrival. **NB** - reminders are not routinely sent. We reserve the right to rebook the property if payment is not made on time, the deposit paid will be forfeit. We take payment by cheque or by bacs. Your booking is completed when we acknowledge receipt of your booking request and deposit. Prior to this the booking will be regarded as provisional, which are held for 24hours only.

Short breaks are paid in full at the time of booking.

## Broughtons Cottage

### Housekeeping, Breakages & Damages

The accommodation must be left in a clean and tidy condition. We reserve the right to charge you from your £100 deposit if in our opinion the accommodation needs additional cleaning or there are damages other than would otherwise be reasonably expected. We are sure that you will take care whilst you stay with us, and we acknowledge that accidents sometimes happen **but please let us know** so that there are no last minute surprises on change over day. We reserve the right to charge for damage, loss or breakages which we consider to be deliberately or recklessly caused. If the damage is discovered after you depart, you will be notified as soon as practicable and any charges deducted from your deposit. If all is satisfactory your £100 deposit is returned within 1 week.

### Sanitary disposal

We have a septic tank, so it is important that you only flush toilet paper down the toilets. Under no circumstance, should you flush any sanitary items/wet wipes down the toilets. Please dispose of them in the bathroom bins using the bags provided.

### Occupancy

Your cottage will be ready at **4pm**; please let us know if you expect to arrive much later. There is plenty of parking. We ask you to vacate your cottage by **9.30am** on the day of departure (10am at the latest please). You are asked to please leave the cottage in a clean and tidy condition, including washing up, or loading and putting on the dishwasher, placing all rubbish in bins, ensuring that the oven and BBQ is clean and free from grease.

The cottage sleeps a maximum of 4 people, including children of all ages, at all times.

## **Broughtons Cottage**

Broughtons Cottage and grounds are for the exclusive use of those guests listed on the booking form and not more than 4 people.

It may be possible by prior agreement to invite a maximum of 2 visitors to join you for a meal or during the day, but not to stay the night. Please do not arrange for visitors to join you on a regular basis during your stay. Breach of this may 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.

### **Smoking and Assistance Dogs**

We have a **no smoking policy in the cottage, including vaping.**

Assistance dogs are welcome provided that you comply with the housekeeping requests which are sent separately if you do bring an assistance dog.

**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.

### **Cancellation**

Cancellation must be immediately notified to us in writing (email) and the treatment of a cancellation will depend on-

- The date the booking was made
- The date the cancellation was made and
- The reason for the cancellation

**Your inability or disinclination to travel and stay at Broughtons Cottage (and for some, or all, of your intended companions),** including illness (including Covid), self-isolation or quarantine required or recommended, change in

## **Broughtons Cottage**

personal or work or family circumstances. These are your risk, and we are unable to give a refund unless we re-let the cottage. See below.

We strongly recommend that you take out UK travel insurance to cover these eventualities, this is the responsibility of the lead guest.

There are several options which at the time of writing include covid related cancellation. Searches on comparison websites will show suitable cover – examples below. NB we do not have any relationship with any of these and are not selling or recommending their services and we do not benefit financially from any of these providers.

<https://www.moneysavingexpert.com/insurance/cheap-travel-insurance/>

<https://www.coverwise.co.uk/Travel-Insurance/corona-virus.aspx>

<https://www.allianz-assistance.co.uk/travel-insurance/Covid-19-travel-insurance.html>

- If you cancel more than 8 weeks before your arrival you will lose your deposit, but will not be charged for the remainder of your booking. If you cancel within 8 weeks of your arrival we reserve the right to require payment of your balance, and/or retain the full balance of the whole of your booking, less any costs saved by us as a result of your cancellation (for example if we are able to re-let your accommodation). Cancellations must be confirmed in writing. We suggest you take out travel insurance, which provides cancellation cover.

**Coronavirus:** if you are required to cancel due to your, or anyone of your group's illness; if you need to self-isolate or you are unable to travel due to UK government restrictions, or other reason associated with your individual groups inability to travel, you will not be offered a refund except as above.

### **Cancellation by Us**

## **Broughtons Cottage**

If in the unlikely event we are forced to cancel your booking we will attempt to help you find alternative accommodation. If this is not available (or acceptable to you) then we will refund all monies already paid by you and confirm that you are not liable for any further payments to us.

### **Our Liability**

We do not accept any liability for damage to your property or injury to you (or members of your party) whilst on our premises unless caused by the negligence of us, or our employees.

We do not accept any liability for you or members of your party contracting coronavirus whilst on our premises unless caused by the negligence of us, or our employees.

### **Third Party Disclosure, Data Security**

We never pass on any information to any third party without your consent

We take appropriate measures to ensure that the information we hold is safe from improper use or unauthorised use. Our database is password protected.

*March 2022*