

THE OLD GARDENER'S COTTAGE

TERMS & CONDITIONS

Booking Procedure / Payment:

We require a non-refundable deposit of 50% of the total cost of rental at the time of booking, along with an original signed booking form. Please print the booking form, fill it in completely and MAIL a signed original to the address on the form. Alternatively, scan and email the completed form to the address on the form. Once we have received your deposit and booking form, we will confirm your reservation in writing. Your reservation is not guaranteed until you receive this written confirmation from us. The remainder of the rental amount is payable 6 weeks in advance of arrival; if not received, we will release your reserved dates for re-booking. If you are booking the property within 6 weeks of arrival, we require payment in full.

We accept payments though PayPal, an online system that allows you to make secure payments from anywhere in the world via credit card or your own PayPal account if you have one. You will receive an email with instructions for payment via PayPal. Alternatively, we accept sterling cheques drawn on UK bank, or you may make a direct bank transfer to our account. Details for bank transfer will be provided on request.

Cancellations / Refunds

If you need to cancel your reservation within 6 weeks of arrival, we will refund up to 50% of your total payment only if we are able to re-book the period you reserved. In the very rare event of our needing to cancel your reservation because of circumstances beyond our control, we will of course refund your entire payment, but we can accept no liability beyond this amount. We recommend that you secure travel insurance to cover trip cancellation costs.

Arrival / Departure

We request arrival after 3pm and departure by 10am to allow time for changeover cleaning. If you desire an earlier arrival or later departure, please check with us in advance and we will do our best to accommodate you.

Problems / Complaints

All information on our website and printed material is given in good faith and is believed to be accurate at the time of going to press, but we cannot be held responsible for changes beyond our control which become known after publication. Please contact us immediately at 01227-738471 if you have any concerns or problems with the accommodation. We will do our best to rectify any problems promptly, but we are unable to investigate complaints after your departure.

Disputes that cannot be resolved shall be referred to arbitration, with the process subject to the provisions of the Arbitration Act of 1996 or any statutory modification thereof for the time being in force.

Capacity

The cottage comfortably accommodates four people in two bedrooms. We can accommodate one additional child on a fold-out Z-bed by prior arrangement if needed. We can provide a travel crib and high chair for young children.

Smoking

We have a strict NO SMOKING policy for the entire cottage and private garden.

Animals

We regret that we are unable to accommodate any animals at the cottage.

Parking

Parking is available immediately adjacent to the cottage for one standard size vehicle only. Vehicles are parked at the owners' risk. Additional or oversize vehicles must be parked in public parking areas outside the park.

Liability

The use of accommodation and amenities is entirely at the users' risk, and no responsibility can be accepted for injury, or loss or damage to user's' belongings or person.

Value Added Tax

We are not VAT registered.

Access / Nuisance

We reserve the right to access the cottage at any time.

We reserve the right to evict, without notice or refund, any tenant who causes damage to the property or disruption to neighbours.

Your signature or checked box on the accompanying Booking Form serves as your acceptance of these Terms & Conditions, and forms a contract under English Law between you, the hirer, and us, the owners of the property.