

Terms and Conditions of Rental – Town Yard Cottage



- Booking** The Booking Form must be completed and signed by the party leader (the client) who must be over 18 years of age. The booking is not accepted until the completed and signed Booking Form, together with the appropriate deposit has been received and the Acknowledgement/Receipt has been issued. No pets or smoking permitted
- Payment** Deposits and Payments are to be made in accordance with the Booking & Payment Procedure. Failure to comply with the payment procedure will be deemed to be a cancellation by the client. Deposit may be retained if dates cannot be re-let.
- The Rental Period** Reservations run for a minimum of 7 nights (other than by arrangement).
The cottage is available for occupation from 3.30 p.m. on the day of arrival until 10.30 a.m. on the day of departure. Vacating after 10.30 a.m. may incur charges equivalent to one days accommodation cost.
- Rental Charges** The cottage rental charges and the items included are as detailed under: 'Weekly Rental Charges'.
- Breakages** The client is solely responsible for damages or breakages that may be caused to the property or to its contents during their stay. Therefore we respectfully ask you to let us know if such occurrences happen in order for items to be replaced or repaired. The cottage is inspected both before and at the end of each occupation and an inventory check made. Should any fittings or appliances fail to work or breakdown, please contact us immediately when we shall do our utmost to remedy the problem.
- Cleaning and Refuse** You must leave the property in the same state of cleanliness as you found it on arrival. Failure to do so may result in additional charges for cleaning and rubbish disposal. The refuse collection works on alternate weekly collection of wheelie bins. There is green bin for recyclable products and a grey bin for non recyclable rubbish. The Council will not take the bins if the lids do not close. A full explanation of this system is at the house, but you should dispose of any excess rubbish prior to your departure or this will result in additional charges.
- Cancellation by Client** Any cancellation by the client must be notified in writing by recorded delivery directly to Carol Verlander and must be signed by the party leader. Cancellation by telephone will be not accepted.

In the event of cancellation by the client, the following charges will apply:

Period Before Departure	Cancellation Charge
More than 56 days	Deposit only
56 to 43 days	30%
42 to 29 days	50%
28 to 15 days	75%
0 to 14 days	100%

If dates are re-let, refunds may be made at the owners discretion.

- Cancellation by Owner** In the unlikely event that circumstances beyond our control necessitate cancellation of the booking, we will refund any monies paid by the party leader (without interest, compensation or consequential loss of any kind).
- No Smoking Policy** We have adopted a No Smoking Policy within our cottage.
- Complaints** Should a problem arise whilst on holiday relating to the premises, immediate contact should be made with our representatives who will seek to resolve matters speedily.
- Brochure Description** Whilst all information supplied in the brochure is deemed to be correct and to the best of our knowledge, it is understood that the information supplied is for guidance purposes only and does not form part of any contract.
- Limitation of Liability** Your safety whilst staying at the cottage is important to us. Every care has been taken to provide a safe environment, no liability is accepted for injury to persons save where it can be shown to be a result of negligence of the owner. Guests should behave in a mature manner at all times with regard to the safety of all, to abide by the house rules especially concerning excessive noise and unacceptable behavior. Parents are fully responsible for the safety of all children within the party whilst in occupation of the property. Characteristically the cottage has steep stairs which some may consider unsuitable for children, the elderly or physically impaired. It will be the responsibility of the Party Leader to decide if the property is suitable for all members of the booking party. The owner reserves the right to terminate the letting with no refund if the property, contents or it's grounds are abused or misused or if the number of persons staying at the property exceeds the number stated on the booking form.