

Rose Cottage

Terms and Conditions

We look forward to welcoming you to Rose Cottage.

By making this booking you are entering an agreement with us. Please read our Terms and Conditions of booking below.

Payment There is nothing extra for you to pay. The price of the accommodation includes the following: electricity, wifi, hot water, central heating, logs, towels and cotton bed linen but please bring your own cot linen. When you submit a booking enquiry via our online system on the website we will contact you via the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email and the deposit (£120 per week) has been received and acknowledged. The total price you pay for your holiday includes an administration fee of £50 this is not itemised separately but included in the initial deposit you pay for your holiday and in the event of cancellation is non-refundable.

COVID 19 Policy

If a **National Lockdown** or **Local Lockdown** prevents you from travelling for your holiday, then a full refund will be given. Please be aware that this only applies to the address given on the booking form and does not apply to an unidentified party member at a different address.

Your inability to travel including due to illness (including COVID-19) or any other circumstances including illness or accident; missed flights or trains or car breakdowns; the requirement to serve on a jury; work commitments. These remain at your risk and do not give rise to a right to cancel or to receive a refund unless we relet the property, other than according to the sliding scale below. **If you choose not to take out UK travel Insurance, then you accept responsibility for any loss that you may incur due to your cancellation.**

If you cancel:

Before 42 days before arrival = 100% refund (less admin fee)

28 - 42 days before arrival = 75% refund (less admin fee)

14 - 27 days before arrival = 50% refund (less admin fee)

13 - 7 days before arrival = 25% refund (less admin fee)

Below 7 days before arrival = no refund.

Pets Sorry, but we do not accept any pets.

Rose Cottage is a strictly non-smoking (including e-cigarettes) cottage.

Without prior agreement our facilities indoors and outside are for the express use of the 4 people booked.

Keys and Directions On receipt of your final payment we will email you a welcome pack with requirements for checking in and further information on the cottage and local area to help you plan your stay.

Arrival Your accommodation will be available to you from 5.00 pm on the day of arrival, unless otherwise arranged. Please advise us of your approximate arrival time either by phone, text, WhatsApp or email so that we can be around to welcome you.

Parking There is off road space for one car. However, Westerdale is a very quiet village and there is plenty of roadside parking available.

Departure Please be ready to leave the accommodation by 9.00 am on the day of departure, unless otherwise arranged.

Damages and Breakages Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause to the accommodation or its contents. All we ask is that you report any incidents straight away. We do not normally charge for the odd broken plate or glass; however, we reserve the right to charge for any damage or breakage that is significant. We do ask that guests report any problem with appliances, fixtures or fittings so that they may be repaired as soon as possible, to minimise any inconvenience to you or future guests.

Liability We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

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, or any other event outside our control.

Access: Guests must allow reasonable access to the property by the Owner for maintenance given reasonable notice.

A warm welcome awaits you at Rose Cottage.

Marian and Garry Matthews

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Westerdale,

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