

Jan 2019

**Avonlea Cottage**

**Chapel Street**

**Monyash**

**DE45 1JJ**

**Terms and Conditions for Booking Avonlea Cottage**

**Contract**

A booking is confirmed when you receive written confirmation from us of your stay either by email or letter. This signifies we have entered into an agreement, which is subject to Avonlea Cottage terms and conditions. Please ensure the details on your booking confirmation are correct, and advise us immediately if there are any errors.

**Payment**

To secure your booking please ensure we receive a non-returnable deposit representing 25% of the booking immediately. The balance is payable at least 28 days prior to the start of your holiday. If the booking is within 28 days of arrival, the full booking cost is payable immediately booking.

Credit/debit card through PayPal. (You don't need to have a PayPal account to pay by this method. Please ask for details) Or by bank transfer into our account.

**Cancellation**

Provided we receive at least 28 days notice you will not be liable for the balance of your holiday. For notice periods of less than 28 days you will be liable for the balance unless we are able to re-let the cottage. In this instance we will refund to you any monies received from the replacement letting.

As we will be letting at short notice this might not be a full refund. We strongly recommend that you take out holiday cancellation insurance to cover against this eventuality.

**Non-availability**

We would only cancel your holiday if the cottage were unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation; however if this were not possible, or were unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

**Arrival**

The cottage will be available from 3.00pm on the day of arrival, unless otherwise arranged.

**Departure**

Please vacate the cottage by 10.00am on the day of departure to allow us time to make it ready for the next guests, unless otherwise arranged. We ask that you leave the cottage, as far as possible, in the condition that you would like to find it.

**Use of the property**

The number of guests occupying the cottage must not exceed two. Guests must use the cottage for personal and domestic purposes only and not for commercial purposes. We reserve the right to refuse entry to the party if these conditions are not observed.

Jan 2019

### **Care of the Property**

Guests agree to take all reasonable and proper care of the property and the furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and condition and in the same clean and tidy condition at the end of the rental period, as at the beginning.

You are responsible and liable for any breakages or damages that you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we reserve the right to charge you for repair or making good if the damage or breakage is significant.

### **Liability**

Guests and visitors are asked to take care at all times while on our property. We do not accept responsibility or liability for injury or damage to and loss of guests and visitors property, cars and contents and you agree to indemnify and hold us harmless from and against all actions, claims, costs and proceedings (including reasonable legal fees incurred in defending the same) arising from your acts or omissions (and those in your party) while on our property. In the event of guest misbehaviour or other necessary cause, we reserve the right to terminate the let without any refund of letting monies

### **Right of entry**

We (or our representative) reserve the right of reasonable access to the cottage at all times (for purpose of emergency repairs or any other problem) but, where possible, we would advise you in advance if access were required.

### **Complaints**

We shall do all that is reasonably expected to ensure that your stay with us is enjoyable. However, should you have cause for complaint, please advise us immediately and we will do our best to assist you.

### **Smoking**

All areas of the cottage and grounds are non smoking and we ask that you respect this.

### **Children**

The cottage is for two adults and we regret that we are unable to accommodate infants and children.

### **Pets**

No pets are permitted.

Cottage Owners:- Chris and Carole Staniland

Mobile:- +44 (0) 7753 611124