

Rothbury Cottage

Terms & Conditions

Please ensure you read and understand the following terms and conditions. If you have any queries, please do not hesitate to contact us (hereafter called the Owner) for clarification before you sign the booking form.

Whilst we reserve the right to increase or decrease accommodation prices at any time, we will confirm to you the price at the time of booking. As soon as you have confirmed your booking and paid your deposit or full payment, the cost of the rental is guaranteed against any further increase. This guarantee is offered subject to our terms and conditions and payment being adhered to and providing you do not make further amendments to your holiday arrangements.

Your cottage rental includes accommodation as booked, including services eg. water and electricity. NOT included in our rental prices: a) Transportation to the cottage b) Holiday Insurance c) Food

1. Bookings are valid once: 1.1 The Booking Form has been completed and signed and received by the Owner and 1.2 The appropriate deposit has been paid and 1.3 The booking has been confirmed in writing by the Owner to the Guest.

2. The person who signs the Booking Form certifies that he or she is authorised to agree the booking Terms and Conditions on behalf of all persons included on the Booking Form, including those substituted or added at a later date. The signatory must be a member of the party occupying the property and should be 21 years or over. Bookings may be accepted from parties of young people under 21 years of age, but an additional security deposit will be required. Please contact us for further details.

3. A deposit of 20% of the rental rate must accompany bookings, which is non refundable. Upon clearance of the payment, the booking is confirmed. The balance must be paid eight weeks prior to the commencement of the holiday along with a Security Deposit of £150. The Security Deposit will be returned to the Guest within 14 days after the completion of the holiday as long as any key(s) are returned and no damage or loss is reported by the Owner's Management Agents. If damage is reported that costs in excess of £150 we reserve the right to claim this from the Guest. We reserve the right to treat the booking as cancelled if we do not receive the balance by the due date. Any cancellation charges detailed elsewhere in this document will then apply. In the event of a cheque not being honoured by the bank on which it is drawn we will make a charge of £10 to cover the bank charges and our administration cost 4. If the Guest wishes to cancel the booking he/she should advise the Owner immediately by telephone or email followed by confirmatory letter. The Owner shall be entitled to retain all payments already made (except the Security Deposit) and to recover, if not already paid, the balance of the hiring charge as follows:

More than 8 weeks notice: only the 20% deposit will be retained . Less than 8 weeks notice: 100% of the rental charge

5. In the unlikely event that circumstances beyond the Owner's control necessitate the cancellation of the rental arrangement, the Owner reserves the right to cancel any bookings at any time and will only be liable to refund monies already paid by the Guest.

6. The Guest agrees to pay the full cost of any breakages, losses or damage to the property (the Owner's Management Agents will be sole arbitrators on cause of damage or loss) 6.1 To take good care of the property and leave it in a tidy condition at the end of the holiday 6.2 To report any damage or loss immediately it is discovered to the Owner's Management Agents 6.3 To permit the Owner or their Agents reasonable access to the property to carry out any maintenance if necessary 6.4 Not to sublet or share the property except with persons nominated on the Booking Form

7. No liability is accepted by the Owner for loss of main services or failure of appliances, nor for the consequences of the actions or omissions of persons who may control supply of mains service, nor any actions taken in the vicinity of the property by any authority over which there is no control by the Owner.

8. The property is available after 3pm on the day of arrival and must be vacated by 10:30am on the day of departure. Failure to comply with this may result in extra rental charges which the Guest agrees to pay. Please ask in advance if you know your travel arrangements mean you would like to arrive earlier / leave later and we will try to accommodate.

9. The Owner does not accept any liability for injury, damage or loss caused by any reason or for any claim made as a result of this booking and/or the subsequent holiday. The Guest is responsible for taking out adequate insurance policy(ies) to cover all risks. This waiver is also applicable to people visiting the property as guests of the Guest(s).

10. The Owner does not accept any liability for injury, damage or loss caused, or for any such claim by a third party as a consequence of actions by the Guest(s) and other people occupying the property during the period of the let.

11. As Owners of the property, we, our servants or Agents, will not be liable for any loss or delay occasioned by any of the following: strikes, riots, political unrest, war or the threat of war, terrorist activities, industrial disputes, fire, flood, technical/weather problems to transport, aircraft, closure of airports, or any other event beyond the Owner's control.

12. The maximum occupancy for the cottage is 6 adults + 1 infant. Please note that contravention of the above will render your booking void, all moneys paid will be forfeited and you will be asked to leave immediately without further compensation.

13. We have a strict NO SMOKING policy inside the property and garden. If the Property Management Agents find any evidence of smoking inside the property during your stay, this will be regarded as a serious breach of contract and you will be evicted immediately. All monies paid will be forfeited and you will be liable for a deep clean fee - this will include but is not limited to, professional cleaning of all soft furnishings, linens, carpets, etc as well as a 'clean air fee, to replace all air conditioning filters and de-odorising costs.

14. We have a strict NO PETS policy. If the Management Agents find any evidence of pets during your stay this will be regarded as a serious breach of contract and you will be asked to leave immediately. All monies paid will be forfeited and you will be liable for a deep clean fee and pest control charges - this will include but is not limited to, professional cleaning of all soft furnishings, linens, carpets and de-odorising costs.