

# Terms & Conditions for Longstone Cottage

Please read the following, if there is something you then need to discuss please contact us so we can explain in further detail to avoid any misunderstandings.

By placing a booking with us (the owners) you and your party (guests) agree to the following terms and conditions.

## Occupancy

- The maximum number of overnight guests allowable in Longstone Cottage is five persons - a child who sleeps in a travel cot is not included in this number
- The cottage must not be sub-let.
- Guests must allow the owner or a professional employed by them, entry to the cottage at any reasonable time, for any necessary purpose, including essential repairs or in an emergency.
- It may not always be possible for us to complete grass cutting and garden maintenance on your arrival day due to weather conditions, hence we may undertake this during your stay.

## Dogs & Pets

- We regret that dogs or other pets are strictly not allowed at Longstone Cottage. This applies to all indoor and outdoor areas of the property and includes assistance dogs. We have a family member and may have guests who suffer from animal hair allergies, who stay specifically on the basis that the cottage has been completely pet-free.

## Smoking

- Smoking and vaping are not permitted within the cottage under any circumstance.

## Utilities

- The cost of all electricity is included in the agreed rate for the rental period.
- Wifi is free of charge for reasonable recreational and personal usage and for legitimate purposes. It should not be relied on for business purposes.
- The cottage is served by a private water supply. The quality of the water is regularly checked and certified by the local authority.
- Longstone cottage is not on mains drainage and uses a septic tank. The system is only suitable for toilet paper and is easily blocked. Misuse will cause blockages and be both inconvenient and costly to rectify.
- Provision of third party services Wifi, TV and mobile services is not guaranteed and no financial compensation will be made if they become unavailable.

## **Booking and Payment**

- A contract between you and the owners will come into existence when a deposit payment is received and a booking confirmation is issued showing the confirmed holiday dates.
- For bookings made more than one calendar month in advance, you are required to pay a minimum £100 deposit for each week booked. For bookings made less than one calendar month in advance, full payment is required.
- If you have paid a deposit, your balance payment for the stay must be received no later than one calendar month before the intended arrival date. We reserve the right to treat the booking as cancelled after one calendar month prior to the arrival date, if no balance payment has been received after a reminder.
- Receipt of all payments will be confirmed via email, or by telephone on request.

## **Arrival & Departure**

- Unless otherwise arranged with the owners, holiday stays start at 3.00 pm on your arrival day, subject to unavoidable housekeeping delays, and end at 10.00 am on your departure day.
- You should follow the departure instructions left in the cottage and ensure that the cottage is left in a reasonably clean and tidy condition.

## **Breakages, Loss & Damage**

- Please treat our cottage and contents with due care so that other guests may continue to enjoy them. If you notice something is missing, damaged or not working in the cottage, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out, so they can be replaced for our next guests.
- Guests are responsible for keeping the cottage secure while it is vacant during their booking period.
- No items, fixtures or fittings should be removed from the cottage, left outside in wet weather or unattended.
- The owners will not be held responsible for any temporary or unexpected condition of the rented premises or its services (water, electricity) as a result of extreme weather conditions or other factors beyond their control.
- The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage.
- The owners are not responsible for the loss of any personal belongings or valuables belonging to the guests.
- We urge you to check the property prior to your departure. We do not notify departed guests of items they have left. Items will be returned only on request and a charge will be made to cover delivery costs.

## **Parking / Cycle storage**

- There is off road parking for one car and bikes can be kept in a lockable outhouse. Both at the guests' own risk.

## Children

- Longstone Cottage is not furnished to be completely childproof. Parents should undertake a safety check throughout the property, inside and out, upon arrival.
- If equipment is supplied parents must satisfy themselves that they are suitable and safe for their family.

## Cancellation Policy

- Guests are recommended to take out holiday insurance, in case of forced cancellation.
- If you wish to cancel your booking, you should use the contact details shown on this website or in any previous correspondence to send a cancellation message, and you will receive confirmation. If you decide to terminate your stay between your agreed arrival and departure time, this is effectively a cancellation of any remaining stay.

## Refund Policy

- **Within 7 days from your initial payment:** You have the right to fully cancel your booking at no charge. All payments you have made will be returned in full.
- **After 7 days from your initial payment, and more than 14 days prior to your arrival date:** £100 of your payment is non-refundable, but any balance payment will be refunded after your cancellation.
- **After 7 days from your initial payment, and less than 14 days prior to your arrival date:** 100% of your payment is non-refundable.

## Transfer of Booking & Deposit

- Within one year of a cancellation, guests have the option of transferring their booking to any other currently available week. This allows guests to carry forward any non-refundable payment that has been made.
- If the original balance has been paid: any increase in price for the new week would be payable in addition.

## UK Government Travel Restrictions

- In addition to the Refund Policy stated here, if the UK Government places national or local restrictions on movement which result in travel to Longstone Cottage becoming impossible for you, any deposit and balance payments made by you will be refunded in full by the owners. A transfer of booking can still alternatively be made if you prefer.

## Other Natural Events, and Travel

- The owners cannot be held responsible for natural disasters, weather-related events and other 'Acts of God' which are outside the owners' control and result in your stay being shortened or cancelled.

## Owner Cancellation

- If your booking period should become unavailable due to circumstances beyond the owners' control your entire payments will be returned in full or the owners may offer you an alternative stay at a discounted rate as compensation. You will have no further claim against the owners in either case.
- The owners will not be liable to refund you for any fees you may have paid to any third party in connection with your holiday (including, without limitation, fees for travel, entertainment, activities or insurance).

## Privacy Statement

Information requested by the owner during the booking process will be kept private and only be used for the purposes of:

- communicating with you about your forthcoming stay
- contacting you by email for feedback on your previous stay
- Informing you about future holidays at Longstone Cottage
- The owner is entitled to pass contact information to third parties where required to do so by regulation - for example for COVID Test And Trace purposes.

Data gathered during the course of booking may be held on our computer.

**We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of any of the guests impair the enjoyment, comfort or health of others or any of the above conditions are not met.**