

Please be aware that during the booking process, you agreed to abide by our terms and conditions to ensure your stay is safe and does not impact on our housekeeping staff, neighbours or future guests.

TERMS AND CONDITIONS

1. A contract between you and the owners (Mr & Mrs N E Wade) will come into existence when we receive payment and accept your booking by issuing a confirmation of booking for the holiday dates shown in the rental agreement. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
2. A deposit of 20% of the total fee is payable at the time of booking. This deposit is non-refundable for all cancellations with the exception that the UK Government do not permit travel to the area or from your area. It is suggested that you take out travel insurance to cover you in case of cancellation, including if you or a member of your party should contract Covid and be unable to travel.
3. The balance must be paid so as to arrive no later than six weeks before the commencement of your holiday. If the balance is not received by the due date then your holiday will be treated as a cancellation and the client will remain liable to pay the balance of the rent.
4. All cancellations must be immediately notified, preferably by email. If you cancel your holiday more than 6 weeks before it is due to start then your deposit will be forfeit. If you cancel less than 6 weeks prior to the holiday then the full balance remains due and is not refundable. If the property is subsequently re-let for the same week, your money will be refunded up to and including the amount taken for the re-let. There may be a small administration fee to cover costs.
5. We strongly advise that you take out comprehensive travel insurance. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.
6. Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
7. The number of persons using the accommodation at any time must not exceed **5 persons** and only those people listed on the booking form can occupy the house. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition. Sub letting or assignation of the let is prohibited.
8. Pets (other than assistance animals) are not permitted within the cottage. However, we cannot guarantee to those with allergies that they are coming to a pet-free environment.
9. Bookings cannot be accepted from persons under eighteen years of age.
10. We (the owner) reserve the right to refuse a booking without giving any reason.
11. Tenancies commence at **3.00pm** unless otherwise agreed and guests are required to vacate the property by **10.00am** on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests. Whilst we employ a professional cleaning company it would be appreciated, as a minimum, if all washing up could be completed before departure. Should you not vacate the property by the stated time on day of departure, you will be liable for extra charges to cover the additional waiting time. This will be charged at £15 per person per hour awaiting access to the property.
12. Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.
13. The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required. Due notice will be given whenever possible.
14. The property owner is entitled to ask the holidaymaker to leave the property without any refund if, in the property owner's opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable.
15. The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.
16. The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.
17. **Guests with electric cars are not permitted to charge them using the domestic supply.** This is due to health and safety concerns with cables over shared access/public rights of way as well as invalidating our insurance. The nearest charging points are the bus car park (if you are staying on Holy Island) or Glendale Garden Centre (if you are staying at Milfield).

18. Any electrical device that requires charging should not be left unattended or left on charge overnight. This includes, but is not limited to, mobile phones, laptops, gaming devices, batteries for mobility scooters or electric bikes.
19. **Charging e-cigarettes, hover boards and electric scooters is expressly forbidden** due to the fire risk of these items.
20. Children must be supervised at all times.
21. Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained. The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.
22. We do not ask for a damage deposit and in return we would expect you to leave the property as you first found it and pay for any losses, breakages or damage.
23. Bedding is provided for all beds with the exception of the travel cot in Hedgehope Cottage. Guests must bring their own bedding for this. The travel cot will need to be erected by the guests in a suitable space that works for them as once up, it is difficult to move it to a useable location.
24. Towels are provided in The Old Workshop. The coastal nature of Hedgehope Cottage means we are unable to provide towels, other than by prior arrangement, as they tend to be used as beach towels!
25. Should the property become uninhabitable for any reason during your stay (for example, but not limited to, damage to the property or prolonged period of time without power or water) you will not be entitled to a full refund. A proportion of the cost of your stay will be refunded once all costs incurred as a result of your stay have been accounted for by the owner.