

# Badgers' Sett Holiday Cottages

## Terms and Conditions

**Reservations** can be made by phone, online, e-mail or letter. A booking form can be completed online, downloaded or we will forward to the customer. A completed booking form, along with deposit must be received within '2' days of initial reservation date in order for the holiday to be considered as booked; otherwise the reservation will be considered as no longer valid and will return to being available. Please note, no all-male or all female parties will be accepted.

**An advance deposit of 25%** of total rental (non-refundable) and a completed booking form are required for the reservation to become booked. Reservations become booked on written confirmation of receipt of the deposit and booking form.

**The balance of the total rental** cost must be paid in full at least 8 weeks prior to commencement of holiday. Failure to send the balance payment by the due date will be viewed as the customer cancelling the holiday.

**If you cancel your booking** you must immediately notify us in writing. In the event of a cancellation you will still be liable to pay the total amount due. However, if we manage to re-let the accommodation, 75% of the total price will be returned.

**For your protection, we strongly recommend that you take out holiday insurance.**

**The cottages are available after 4:00 p.m.** on day of arrival. Accommodation in the cottages is restricted to the persons stated on the booking form.

**The cottages are to be vacated by 10.00 a.m.** on day of departure. Customers are responsible for keeping and leaving the cottage in a clean, tidy condition and in the same state of cleanliness and general order in which it was found. All waste bins must be emptied before departure.

**Charges** will be made for additional cleaning, damage and or breakages within our cottages and if necessary, will be pursued through the Small Claims Court.

**Self-Tan Products** stain our white bed linen, these stains are impossible to completely remove. Please refrain from using Self-Tan products during your stay at Badgers Sett Holiday Cottages. We will charge you for additional laundry and/or replacement of affected towels/bed linen if this product has been utilised by yourselves during your stay at Badgers Sett Holiday Cottages and left permanent staining.

**A Security deposit** may be requested at the time of booking. Re-payment of any security deposit less deductions for cleaning, breakages or damage will be made within 14 days of the end of the holiday.

**Dogs including Assistance dogs** may only be brought onto the premises with the written consent of the owners. Only the pet agreed at the time of booking will be allowed on the premises. Pets will only be accepted on the strict understanding that that they are kept under control, regularly exercised and are not left alone on the premises at any time. Customers bringing pets onto the premises must ensure that their pets cause no disturbance in the surrounding area. Pets must not be permitted into bedrooms or onto furniture. We may request, for the comfort of other customers that exercise be taken off site. Flea treatments must be up to date and pet owners must clean up after their pet, including in the garden and outside areas. Please note that outside areas are not secure. An additional cost, stated at the time of booking, will be charged. There will be no charge for assistance dogs.

**Price & Description Changes.** Badgers Sett Holiday Cottages reserve the right to amend prices and descriptions. If a change of price occurs due to errors or omissions the Customer will be advised as soon as possible.

**Behaviour** It is your responsibility to ensure that you and the members of your party do not behave in a way which causes offence or danger to others or which risks damage to property belonging to others. In such circumstances Badgers Sett Holiday Cottages has the right to terminate the booking and there will be no refunds, no payment of compensation and no reimbursement of any cost or expenses you may incur as a result.

Customers must not smoke anywhere inside the cottages.

Under no circumstances must any furniture or equipment for use inside the property, be moved outside.

### **General**

We shall make every effort to rectify any faults or make repairs to equipment or services as soon as possible, should the need arise. We cannot however, be held responsible for any such breakdowns or loss.

The full cost of the holiday is non-refundable if cancelled within 8 weeks prior to arrival.

The owners shall have reasonable access to the property at all times but in doing so agree to respect the privacy and confidentiality of the guests.

We cannot accept liability for any loss or damage to personal property and vehicles or for accidents or injuries to our guests or their visitors whilst on the premises or within the grounds of Badgers sett Holiday cottages.

### **Property Left Behind by Guests**

If a guest leaves property behind and it is not claimed within 1 month from the date of departure, we reserve the right to give these items to a local charity shop

We are not registered for VAT and therefore there will be no associated charges.

Badgers Sett Holiday Cottages are let as “Holiday Lets” as defined in the Housing Act 1988. Guests may occupy the property only for a holiday as agreed when a booking is confirmed.