

# TERMS AND CONDITIONS

Payment of the 30% deposit is considered acceptance of the terms and conditions and the house rules.

A confirmation of the dates of the holiday and payment schedule will be sent upon receipt of the deposit.

The hirer is responsible for the holiday cottage and all reasonable care should be taken of the cottage. The cottage is cleaned prior to your arrival and should be left clean and tidy at the end of the rental period, with all dirty dishes stacked in the dishwasher and the dishwasher run. Extra cleaning of the cottage will result in a charge to your security deposit.

Damages and breakages are the responsibility of the hirer. However minor accidental breakages, for example glasses will not normally be charged for.

Bookings cannot be accepted from people under 18 years of age.

A change to a booking attracts a fee of £25

**SECURITY DEPOSIT: £100**

In making a booking you accept responsibility for any theft, breakage or damage caused by you, pets or any member of your party and agree to indemnify us in full for any loss that we may incur.

The security deposit will be returned 3 days after the end of your stay, as long as there has been no loss or damage and the accommodation has been left clean and tidy.

## **ARRIVALS**

Arrival instructions will be sent by email. The key is in a lockbox located to the right of the kitchen door.

Guest are asked to remove their shoes/boots when entering the property.

Bookings are from 3pm on the day of arrival until 10am on the day of departure when the cleaning crew will arrive. Any request to change these times can only be considered when the booking is made.

Please familiarise yourself and follow the instructions for dealing with the rubbish.

## **DEPOSIT**

Payment of a 30% deposit will confirm the booking and will be considered the hirer's acceptance of the terms and conditions and house rules.

The balance is due 4 weeks before the arrival date.

Bookings made within four weeks of arrival date should be paid in full when the booking is made.

A list of the names and ages of the people in the party should be provided when booking. If the balance payment is not received, Apothecary cottage reserves the right to re-let the cottage and retain the deposit.

**CANCELLATIONS** should be notified in writing. Upon notification of a cancellation efforts will begin to resell that period. If it is successfully resold there will be an administration fee of £50. If the holiday has to be sold at a lower price then that loss will be deducted, along with the administration fee, from any refund. If the holiday cannot be resold then you will be liable to pay 100% of the price.

Cancellations in the last 4 weeks prior to arrival will not be refunded. If circumstances allow and there is availability it MAY be possible to move the booking to a comparable period in the same year. This is a one-off offer. A holiday can only be rescheduled once.

Rental prices include gas, electricity, bedding and towels. Towels should not be taken to the beach or be used to dry animals. A supply of logs sufficient for one evening will be supplied in winter. More logs can be bought at the Co-op or Yorkshire Trading. There is information in the pink file in the cottage, for a company who will deliver logs and kindling for those longer stays. If ordered by midday, it is delivered the following day within a one hour time slot.

### **INSURANCE**

It is strongly advised that you take out comprehensive travel insurance. It is now possible to purchase insurance against Covid infection and adverse weather conditions.

Refunds for Covid related issues will only be considered in the case of a government lockdown.

If you do have to cancel a booking all the paperwork necessary to make your insurance claim will be issued promptly.

Personal belongings are the responsibility of the hirer at all times.

Guests are responsible for the safety and security of their children at all times, do not leave them without adult supervision.

### **PARTY SIZE**

If Apothecary cottage is found to be over populated then all of the group will be asked to leave and no refund will be issued.

### **PETS**

One small, well-behaved dog is welcome at Apothecary Cottage at a charge of £30.

Pets should remain on the groundfloor and care should be taken to not allow them on the furniture.

Owners are responsible for picking up after their pets.

If evidence is found of a non declared pet then the security deposit will be forfeited.

## **SMOKING**

Apothecary cottage is a no smoking zone. If anyone is found smoking in the property they will be asked to leave immediately and no refund given. If evidence of smoking is found at checkout then the security deposit will be forfeited.

It is possible to smoke outside in the courtyard area but please resist the temptation to stub out your cigarettes in the planters!

Please consider your neighbours and respect quiet times between 10.30 and 8am especially if you are sitting outside.

CANDLES and tealights are considered a risk by my insurance so are not allowed. Evidence of use will forfeit your security deposit.

## **DAMAGES OR MISSING ITEMS**

Please report any broken or missing items or malfunctioning appliances immediately and every effort will be made to repair or replace them. There is a silver comments book in the cottage to list little niggles like blown light bulbs.

Any problem or complaint not immediately reported and only reported after the holiday has finished will not be considered by Apothecary cottage.

We reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.

No compensation will be given for temporary outage of electricity, gas, water, internet connection or television service.

IN THE EXTREMELY UNLIKELY EVENT THAT THE COTTAGE BECOMES UNAVAILABLE DURING YOUR STAY YOU WILL BE REFUNDED THE RELEVANT PORTION OF YOUR STAY. IN NO EVENT SHALL THE LIABILITY EXCEED THE RENTAL PAID.

## **DEPARTURE**

The windows in the downstairs bay window may be left open for ventilation but all other windows should be closed before departure.

There is no need to strip beds, the cottage manager will do that.

Please switch off any lights and put the torches back in the bedside drawers if you have used them.

Empty kitchen and bathroom bins and check all rubbish in the dustbins is contained within a large bin liner which can easily be lifted out.

Empty fridge and ensure that any food waste going into dustbin is well wrapped.

Lock both the kitchen door and the door to the courtyard and replace the key in the lockbox.

Failure to return the key will result in a charge to your security deposit.