

# **Lower Trengale Holiday Cottages Terms and Conditions**

## **Online Bookings**

Bookings made through our online system are only provisionally booked and will be confirmed by ourselves via email or telephone within 24 hours. Same day bookings are only available by telephone reservation. A deposit will be taken by PayPal through the online booking system. In the event of a double booking the deposit will be refunded.

## **Payments**

A non-refundable deposit of 25% of the rental is payable on booking. Provisional bookings are held for 3 working days only. The balance of the rental is payable 6 weeks prior to arrival. For bookings made less than 6 weeks in advance, the total amount is payable on booking. Credit/debit card payments may be made over the phone.

## **Cancellation**

We strongly recommend that you take advantage of holiday cancellation insurance. In the event of a cancellation by you after the balance has been paid we will always refund the rental if we can re-let the cottage. However should re-letting be not possible then you will be liable for the balance of the tariff.

## **Breakages**

Our guests are responsible for paying for any damage or breakages in , or to the accommodation that occurs during their stay.

## **Number of guests per cottage**

The number of guests (not including cots) permitted in each cottage is clearly stated on the Web Site. The owners reserve the right to decline accommodation and order any unauthorized person off the premises.

## **Injury and Damage**

The owners accept no liability for any accident, injury, loss or damage sustained by any guest, their family, visitors, animals, vehicle or personal effects however caused.

## **Right of Entry**

The owners reserve the right to enter any of the cottages at any reasonable time to effect emergency repairs but in so doing agree to respect the privacy and confidentiality of the guests.

## **Pets**

Pets are accepted strictly by prior arrangement and on the condition that they are completely housetrained, well behaved, kept off the soft furnishings or beds and exercised away from the cottages. All dogs must be kept on a leash when on-site and not be left unattended in the cottages at any time.

## **Standards of behaviour**

All guests are asked to have appropriate respect for other guests and for our neighbours. Any excessive nuisance, disturbance or noise could lead the owners to request that you leave the premises immediately without a refund.

## **Complaints**

We want our guests to be totally satisfied with all aspects of their holiday at Lower Trengale. Please talk to the owners immediately if you have any reason to complain so that any problems may be solved as quickly as possible.

## **Arrival and departure**

Bookings are from 4pm on the day of arrival to 10am on the day of departure. Timing on winter bookings and short breaks are flexible. Guests are asked to leave their cottages clean and tidy when vacating them.