



BIRD'S FARM COTTAGES

TERMS AND CONDITIONS

Booking a cottage

On booking a cottage, we will send you a booking form to complete. This booking form requires a signature to confirm your acceptance of these terms and conditions. You must be over 18 and by signing, it confirms that you are authorised on behalf of all those in your group, to accept these terms and conditions.

As our point of contact for the booking, you are responsible for making all the required payments. A booking is not secured, until we have received a completed booking form and the required deposit.

We will send you written confirmation upon booking. This can be by post and/or email at your request.

Making your Payment

A non refundable 30% deposit is required to confirm a booking. The balance of the rental is due four weeks before the arrival date. For bookings made within four weeks of arrival, the full amount is payable.

Payments can be made by a British cheque, bank transfer or card payment. We cannot accept card payments in person or by taking card details over the phone. Card payments are made by to us by sending you an email link to a secure website.

No transaction charge is made for debit cards however; credit cards incur an additional charge of 1.5%.

Cancellation policy.

As the deposit is non refundable, cancellation insurance is recommended. We do not sell cancellation insurance or are able to give advice on companies which do.

In the event of you cancelling the booking, the following applies:

The 30% deposit is non refundable, irrespective of when the booking is cancelled.

If you cancel the booking between 2 and 4 weeks of arrival, 75% of the balance is payable.

If you cancel the booking within 2 weeks of the arrival date, 100% of the balance is payable.

If we need to cancel any booking, due to unforeseen circumstances beyond our control, a full refund will be offered.

Arrival and Departure

The earliest arrival time is 4pm. If you are likely to arrive later than 7 pm, please let us know as soon as possible, so that we can arrange access.

Arrivals outside these times may be possible, but are subject to cottage availability and at our discretion.

On the day of departure, guests must vacate the property by 10.00 a.m. The cottage must be left clean and tidy.

Occupancy

Each cottage has a maximum number of guests, as defined by the sleeping spaces. This must not be exceeded. We reserve the right to terminate the booking without refund, if this should occur.

The only exception to this is at our discretion and subject to availability, when we may be able to offer an additional space, for an infant sleeping in a cot.

Pets

One well behaved dog per cottage is welcomed and is the responsibility of the guest. They must be kept under strict control and on a lead at all times, when outside the cottages. You must clean up after your dog; failure to do so may result in extra cleaning charges. Pets must NOT be left unattended at any time in the cottage, unless within a cage and only then when they are not likely

to disturb other guests. They are not permitted on the furniture or beds and are not allowed in the pool area.

Unreasonable Behaviour

As a group of cottages with communal areas, we ask guests to respect other guests at all times. We reserve the right to terminate a booking without refund, in the event of unreasonable behaviour.

Damage

The owners reserve the right to charge the client for breakages, damages or losses to the property or its contents. Please report any breakages or failure of equipment as soon as possible, so that these may be rectified. None of the contents are to be removed at any time. Please note there will be a charge of **£30 for loss of keys**.

Linen

All bed linen, tea towels, and personal towels are supplied. Please bring your own towels for swimming or beach use.

Swimming Pool

As the swimming pool is **NOT** supervised, persons using the pool do so at their own risk. Please ensure all children under the age of 16 are supervised by an adult at all times, who must be prepared to take responsibility for their safety and behaviour. **At no time are visitors allowed in the pool, this is for guest use only.**

Games Room

Please ensure all children are supervised in the games room and that it is left clean and tidy.

Car Parking

Cars are parked at owner's risk and no responsibility can be accepted for loss or damage to vehicles or their contents.

Wi-Fi

All guests logging on to use the broadband, do so in agreement that they will not use it for unlawful purposes.

**PLEASE NOTE BIRD'S FARM HAS A NO SMOKING POLICY IN THE
COTTAGES AND IN COMMUNAL BUILDINGS**

(Updated: 3 April 2017)