



## **Terms and Conditions**

Occupancy is strictly limited to 4 people and is available for holiday purposes only.

Our changeover days are on Saturday although we can be flexible during off peak periods.

Unless previously agreed, we kindly ask that you arrive at Swallows Cottage no earlier than 3pm and that you depart by 10am on the morning of departure so that we have enough time to ensure that the property is ready for our next guests. If you expect to arrive late please do let us know by telephone.

## **Cancellations**

- If a cancellation is made prior to 6 weeks before the arrival date then you will only pay the non-refundable £50 booking deposit.
- If a cancellation is made within 6 weeks of the arrival date then no refund will be issued.
- However, if we are able to re-let the property for the dates you booked we will refund the amount you have paid less the £50 deposit.

## **Prices include:**

- All bed linen
- Bathroom and hand towels (plus extra hand towels in the shower room and cloakroom)
- Electricity
- WiFi

Guests staying longer than 7 days may request fresh bed linen and towels on a weekly basis if desired.

## **Travel Insurance**

We strongly recommend that you take out insurance at the time of booking to protect you against the risk of cancellation, medical emergency etc.

## **Accuracy of description and photos**

Whilst every effort has been made to ensure that the description and photos of the cottage and area are accurate at the time of publication, we cannot be held responsible for changes or matters outside our control.

## **Other information**

- The cottage is strictly non-smoking.
- We are very sorry but we do not accept pets.
- The property is not suitable for small children or infants so we do stipulate a lower age limit of 10 years.

- The charging of electric vehicles including scooters and bikes is prohibited at the cottage. There are charging points available locally.

Through your booking of our property you agree to be a considerate guest and to respect the cottage building, its environs and its contents. The cottage has a septic tank drainage system (not mains drainage) so it is very important that items like wipes, cotton wool etc are not flushed as this may cause damage, the cost of repairing this we will have to pass on to you.

We would request that you leave the cottage in a state of reasonable cleanliness and tidiness upon your departure.

Please treat the property as your own home, we understand that accidents do happen but would be grateful if you could let us know as soon as possible of any damage or breakage so that we can arrange repair or replacement. We do not normally charge for minor incidents, however, we may invoice you for fixing any significant damage.

Should any equipment fail during your stay, please tell us straight away so that we can get it fixed as soon as possible. We will do everything possible to deal with any difficulties quickly and effectively. We reserve the right to enter the property at a mutually-agreed time to deal with any complaints, to carry out any repairs deemed necessary to the property or equipment. We do not accept liability for any temporary halt in the supply of public services to the property, nor in respect of any equipment or appliance.

The Owner shall not be liable in respect of claims that the Guest may have for death or any personal injury however caused or sustained by the Guest, unless it results from the Owner's act or omission, and the loss or damage to his/her belongings which are on the premises of the Owner.

We will also not be liable for any problems due to adverse weather conditions or other matters outside our control.

Any complaint after departure must be in writing within 14 days of your departure.

Unavailability of Accommodation: The only reason our property would be unavailable would be for reasons outside of our control. In this event we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

### **Privacy Policy**

We will not share your details with any third party. Any data collected during the course of this booking will be stored on our booking system until a maximum of one calendar month after your departure.