

## Terms and Conditions

### Hillcrest Holiday Cottage

- 1. Guest Responsibilities.** Guests must agree to take good care of the cottage and leave it in the clean and tidy condition in which they found it.
- 2. Arrival / Departure.** The cottage is available from 4 p.m. on the first day of your holiday. Guests are asked to vacate the property by 10 a.m. on the day of departure in order that Hillcrest can be prepared for incoming guests.
- 3. Booking Conditions.** A non-returnable deposit of 20% is payable at time of booking with the balance due a minimum of six weeks before the arrival date. Bookings made within 7 weeks of your holiday are payable in full at time of booking.
- 4. Occupancy.** Hillcrest can occupy a maximum number of 5 people. This includes children & babies.
- 5. Damage / Breakages.** Guests are responsible for any breakages or damage that occurs accidentally or otherwise to the property, furniture, fittings & equipment. Guests are asked to report damages / breakages to the owners before the end of their holiday in order that a settlement can be agreed.
- 6. Cancellations.** Deposits and payments are non-returnable however in the event of a cancellation we will endeavour to re-let the cottage and a refund will be offered. A full refund will only be given if Hillcrest is re-let at the fully advertised price. Customers are advised to take out holiday insurance cover as protection against cancellation.
- 7. Cancellation by ourselves.** In the unlikely event that, due to extreme circumstances beyond our control, Hillcrest becomes unavailable a full refund will be given. We shall not be under any other liability.
- 8. Utilities and Appliances.** The owners will not be held liable for utility service failure or appliance breakdown however every effort will be made to rectify / repair in such circumstances.
- 9. Liability.** No liability will be accepted in respect of damage to customers, their baggage, belongings or vehicles & contents during their stay at Hillcrest
- 9. Pets.** One well behaved pet is welcome at Hillcrest on the understanding that he/she is kept under control both in the house and the surrounding countryside. Pets must not be allowed on the furniture or in the bedrooms and never left unattended in the cottage. Guests are asked to remove all evidence of their pet before vacating Hillcrest.

### Pry House Farm Bed & Breakfast

- 1. Arrival / Departure.** Guests are welcome to arrive at Pry House any time after 4 p.m. On the morning of departure guests are asked to vacate their room/s by 10 30 a.m.
- 2. Booking conditions.** A non-returnable deposit of £25 per room is required at the time of booking. The balance is payable at time of arrival of your stay.
- 3. Cancellations.** Deposits will be refunded if cancellation is made six weeks or more before the date of your stay. In the unlikely event that we have to cancel your room reservation, deposits will be refunded however we shall not be under any further liability.
- 4. . Utilities.** The owners will not be held liable for utility service failure or appliance breakdown however every effort will be made to rectify such issues.
- 5. Liability.** No liability will be accepted to customers, their baggage, belongings or vehicles & contents during their stay at Pry House Farm.