

## **Ashfield Cottages & Garden Room. Terms and Conditions of booking**

### **Cottage accommodation bookings**

To secure a booking in our Cottage accommodation, we would require you to complete a booking form with the names of all the guests staying in the cottage/s during your stay, we would also require you to make a non-refundable deposit of £100 per week/short break, per cottage booked. If paying by cheque this must be paid within 5-days or 3-days if paying by bank transfer from you asking us to make a provisional booking, otherwise we are at liberty to re-offer the said dates. Any outstanding balance for your booking would become payable no later than 6-weeks before the start day of your holiday. If the balance is not paid by the due date, then we are at liberty to treat the booking as cancelled. Bookings made within 6-weeks of your arrival date must be paid in full. The Cottage/s will be available from 3.30pm on your arrival day, until no later than 10am on your departure day. Please contact us if you think you will be arriving after 5pm.

### **Garden Room accommodation only bookings**

To secure a booking for the Garden Room, we would require you to complete a booking form with the names of the guests staying in the room, we would also require you to make a non-refundable deposit of £50 per booking. If paying by cheque this must be paid within 5-days or 3-days if paying by bank transfer from you asking us to make a provisional booking, otherwise we are at liberty to re-offer the said dates. Any outstanding balance is payable 3-weeks before your arrival date. If the balance is not paid by the due date, then we are at liberty to treat the booking as cancelled. Bookings made within 3-weeks of your arrival date must be paid in full. The Garden Room will be available from 3.30pm on your arrival day, until no later than 10am on your departure day. Please contact us if you think you will be arriving after 5pm.

### **Cancellation of a booking**

We recommend you take out Holiday Insurance in the eventuality that you need to cancel your booking. To cancel your booking you should first if possible immediately telephone us and advise us accordingly, your booking will only be fully cancelled once we have your instructions in writing, we will then acknowledge your written cancellation. Should you need to cancel your booking after your balance has been paid, and we are successful in re-letting the accommodation for the cancelled dates, only then will a refund of your balance (less any costs involved in re-letting) be repaid.

**For Insurance and Fire Regulations** the Cottages/Garden Room are only to be occupied by guests stated on the booking form, with any changes made to be agreed in writing by us before your arrival, we also need to be notified of any visitors you may have to the rented accommodation. These conditions are to avoid breaching any insurance/fire regulations for the accommodation and the consideration for other guests. You undertake to keep the furniture, fixtures and effects in your accommodation and grounds in the same condition as they were at the commencement of your holiday. Any breakages other than minor ones will be charged for, also you undertake to leave the accommodation in a good state of cleanliness on your departure, or otherwise an extra charge for cleaning will apply.

You will permit us to enter and inspect any accommodation you book as we may require. If any such accommodation is damaged, we ask that you immediately advise us and if it is possible for such damage to be repaired you will permit us or any workmen duly authorised by us to undertake the repairs allowing any reasonable access.

We would ask you to consider all other guests during your stay, to this end it is with regret that we do not allow Balls Games in the garden. In the unfortunate circumstances any person(s) continually behaving in a manner that causes offence or damage to the Cottages/Garden Room and the surroundings or other guest's property, may result in the entire party being asked to leave the accommodation, in these circumstances no refund will be given and reimbursement for damages and costs will be sort.

You acknowledge that we cannot be held liable for any loss, damage, sickness or injury, to you or any member of your party or invited guests, or any such loss or damage to any car, the contents or other possessions of yours or any member of your party or invited guests. In making the booking you further agree to indemnify and keep us indemnified from and against all costs, charges, claims or demands made against us for any such loss, damage, sickness or injury.

If your accommodation is unavailable for letting, then a full refund will be given. No liability can be accepted for any representations, descriptions or advertisements as these are all made in good faith. Should you have reason to complain, please advise us as soon as possible during your stay to allow us to try and rectify the situation if possible, as any problems brought to our attention after your departure cannot be entertained.

**Smoking is not allowed in the accommodation or ball games in the garden and we do not accept pets**