

## PINETOP COTTAGE BOOKING CONDITIONS

### ❖ Bookings and cancellations

A booking deposit of 25% of the total rental is to be paid when the booking is made. The balance is payable 8 weeks before the start of your stay. If it is not received by this time the booking will be considered cancelled and all moneys paid will not be refunded.

Any booking made within 8 weeks of the start of your stay must be paid for in full at time of booking.

All payments must be made in UK £ Sterling, whether from inside or outside the UK.

Any cancellation by client within 8 weeks of their stay will be subject to loss of full rental. Any cancellation more than 8 weeks will be subject to loss of booking deposit.

### ❖ Cancellation by ourselves

In the unlikely event that Pinetop becomes unavailable all monies received will be refunded and we will not be under any further liability.

### ❖ Occupancy

No more than 4 people may occupy the property at any time.

Please check before booking if the party is to be 3 or 4 all male or female.

The cottage is only to be occupied by those persons on the booking form.

### ❖ Breakages or faults

Please report any problems to us ASAP

Any damage over the £50 GHD must be paid by the guest at cost.

PUSH CHAIRS, PRAMS, WHEELCHAIRS ETC are not allowed in Pinetop

### ❖ Liability

No liability is accepted in respect of injury to guests howsoever caused. No liability is accepted for loss or damage to guests possessions or vehicles howsoever caused. If the property becomes unsuitable for habitation, for any reason, whilst occupied the maximum refund will be the paid rental cost.

#### ❖ Complaints

If you have a complaint we must be notified immediately. No such complaint will be considered after the end of your stay.

#### ❖ Access

The property owner or representative shall be allowed access at any reasonable time for essential maintenance. This would be by prior arrangement to guests if at all possible.

#### ❖ Information

Whilst every effort is made to ensure the accuracy of information supplied to guests no liability is accepted by the owner with reference to this information.



#### ❖ Dogs and Pets

One dog is welcome by prior permission, at time of booking at no extra charge. We cannot accept very large, hairy or noisy dogs. The dog must never be left in the property unattended. The dog is not allowed on the furniture or in the bedrooms. The back garden is not entirely dog proof, although partially fenced.

No puppies or non house trained dogs are allowed. Please do not allow your dog to foul the garden.

Please contact us if you have other pets that you would like to bring with you.

#### ❖ Linen

Beds are made up for your arrival. We provide tea towels, bath mat and washing up items but NO PERSONAL TOWELS.

#### ❖ Welcome pack

We provide complementary fresh milk, teas, coffees and biscuits for your arrival.

#### ❖ Departure

Pinetop should be vacated by 10 am on the morning of departure. Cleaning supplies are provided and the cottage should be left in the same clean and tidy

condition as it is found. If this is not the case then a fee will be deducted from the £50 GHD.

❖ Good Housekeeping Deposit

A payment of £50 is required in addition to the rental cost. Normally this is refunded but it can be retained by us to cover wanton damage or cleaning costs if Pinetop is left in an unacceptable condition. This is to ensure that we maintain high standards for all our guests.

A cheque for £50 is normally posted to the guest a few days after departure.

The conditions above are to maintain a high standard and comfortable cottage. We thoroughly enjoy having guests stay at Pinetop and make every effort to ensure that your stay is a happy one.

Please sign and return with the booking form and deposit/payment.

Signed : \_\_\_\_\_ Date : \_\_\_\_\_

Arrival date : \_\_\_\_\_

Number of nights : \_\_\_\_\_ Number in Party : \_\_\_\_\_