

Booking and Payment:

Reservations can be made direct via the website. If the customer's arrival date is within 4 weeks, the full cost of the stay will be due at the time of the booking. If booking more than 4 weeks in advance, then a deposit of 30% of the total cost must be paid at the time of booking. Bookings are subject to confirmation by email upon receipt of the deposit or full payment, if less than 4 weeks prior to the stay. 4 weeks prior to the arrival date, where an outstanding balance remains payable, a reminder will be sent by email asking for payment of the balance. Payment of the outstanding balance must then be made no later than 4 weeks prior to the arrival date. Failure to pay the full balance by the due date may be viewed as the customer cancelling the holiday. Under such circumstances, the deposit will not be refunded. If any error is made on the confirmation against published prices the owners reserve the right to alter and recover any undercharges at any time.

Cancellation:

If the customer wishes to cancel the booking, they must immediately contact Townfoot Cottages by email. In the event of a cancellation, the customer will still be liable to pay the full amount due. However, the owner will attempt to re-let the accommodation and if a new booking is secured, the full amount will be returned. **Customers are advised to take out cancellation insurance to cover this eventuality**. If, as a result of fire, flood, or damage, the property is not available for the date of the holiday booked, all rent and charges paid in advance by the customer will be refunded in full. The customer shall have no further claim against the owner.

Arrival/Departure:

The properties are available after 4:00 p.m. on day of arrival. The number of guests in the accommodation is restricted to the number of people stated on the booking form. The accommodation is to be vacated by 09.00 a.m. on day of departure. Customers are responsible for keeping and leaving the accommodation in a clean and tidy condition. Charges will be made for additional cleaning and breakages.

Security Deposit:

A refundable security deposit of £200 will be required in addition to the cost of the stay. Re-payment of any security deposit will be made within 7 days of the end of the stay and if necessary, deductions will be made for costs of repair or replacement of missing items, damage, breakages or additional cleaning. Where such costs exceed the security deposit the customer remains liable and will pay such excess to Townfoot Cottages within 14 days of being notified of the excess.

Dogs:

If the booking includes dogs, then only the dog(s) agreed at the time of booking will be allowed in the accommodation. Dogs will only be accepted on the strict understanding that that they are kept under control, and are not left alone in the accommodation at any time. Dogs must not be permitted into bedrooms or onto furniture. Dog owners must clean up after their dog, including in the outside areas. Dog owners must ensure that their dogs cause no disturbance in the surrounding area. Any dog's mess should be disposed of in sealed bags in the bin outside. On departure, customers must clean up and leave no sign that the dog has been in the accommodation.

Vehicles:

Vehicles are parked and left at the properties entirely at the customer's own risk. The customer is required to inform the owner if they will be arriving in an electric vehicle.

Electric Vehicles:

Each property has a Project EV 7kW electric car charger point. The customer is responsible for supplying a Type 2 compatible charge cable. A fee based on power consumption will be owed by the customer at the end of the stay. No liability is accepted for incorrect connection or damage to customer's vehicles.

Smoking:

Customers are requested not to smoke inside the accommodation.

Repairs/Faults:

Every attempt is made to ensure the accommodation and equipment is in good working order. If the customer is not satisfied with some aspect, they must contact the owner immediately. The owner shall make every effort to rectify any faults or make repairs to equipment or services as soon as possible, should the need arise, however, cannot be held responsible for any such breakdowns or loss.

Keys:

The owner will issue the customer with one set of keys to the property (usually left in the lockbox). The customer must return the keys to the same place at departure. If they lose a key, the owner will replace it upon the customer paying the reasonable costs of having the replacement cut.

Fuel/Linen/Equipment:

Where there is a log burner, a starter pack of logs is provided, but the customer may buy any further logs locally. Only logs are to be burned in the burners. If inappropriate fuel is used, the customer will be liable for the cost of making good any damage. Clean bed linen will be provided at the commencement of the stay. If the stay is longer than one week, a change may be requested after each week. One bath towel and one hand towel are provided per member of the customer's party. A minimum charge of £20.00 per towel will be payable in respect of each towel lost or damaged.

Weather:

No liability is accepted by the owner for access difficulties to the properties caused by weather conditions affecting public roads. Every effort will be made to keep the customer informed of adverse weather conditions that may affect private access to the property. However, road conditions can change rapidly. Therefore, the customer is strongly advised to seek the latest information relating to access prior to setting off on their journey.

Liability:

The owner cannot accept liability for injury or loss of life to any person within the premises. Neither can we accept liability for loss or damage to any property or vehicle brought onto the premises. We recommend that customers take out their own private insurance as required.

Customer Obligations:

The customer or their party must: -

Allow the owner access to the property at all reasonable times and in the case of emergency at all times with or without you or your party being present to enable maintenance work to be carried out. Keep the accommodation and furnishings, kitchen equipment, crockery, glasses, bedding and towels clean and in good order. Not cause any damage to the walls, doors or windows of the property. Not do anything that may reasonably be considered to cause a nuisance or annoyance to the owner or to any other occupier of adjoining or neighbouring properties. Not do or permit any act that would make any insurance policy on the property void or voidable or increase the premium.

Compensation:

The owner cannot accept responsibility or pay any compensation where the stay is frustrated in circumstances amounting to force majeure, including events such as the destruction and damage of the property through fire, flood, explosion, storm or weather damage or adverse weather conditions, neighbouring building works, burglary, criminal damage, riot or civil strife, industrial action, natural or nuclear disaster, war or threat of war, actual or threatened terrorist activity, non-availability of public transport, destruction/interruption of utility services, epidemic, temporary invasion by pests and/or similar situations beyond the control of the owner, either before the commencement date or during the stay.

VAT:

The owner is not registered for VAT and therefore there will be no associated charges.