

## Terms and Conditions of Booking *The Cottage at Fram* (“The Cottage”)

Everyone hates the ‘small print’ so we’ve tried to make our Terms and Conditions about your booking as straight forward and fair as possible. However if you have any questions, please don’t hesitate to contact us.

### General

1. The booking is for a holiday cottage let starting and finishing on the dates shown on your booking confirmation. To ensure that The Cottage can be properly cleaned, we ask that you arrive no earlier than 3:00pm at the start of your holiday, and leave by 10:00am on your last day.
2. At least one person in your party must be 18 years of age. It is a legal obligation that we are notified of the full names and nationalities of each person over the age of 16 staying in the property. You may not sublet or allow anyone else to stay in The Cottage other than those advised. We must have the home address, land line and a contact number for the person making the booking.
3. Smoking is not permitted at The Cottage. You will be charged additional cleaning costs if you smoke in The Cottage.
4. We regret that pets are not allowed to stay at The Cottage.
5. Apart from the wood-burning stove, all heating and hot water is provided by electricity. The electricity supply is via a pre-pay electricity key meter and a minimum of £5, included in the rental cost, will be loaded on to the meter for your arrival. The pre-pay electricity key can then be ‘charged’ at a number of local retailers. Pre-pay electricity is charged at the same rate as a standard domestic supply.
6. Unfortunately, we cannot accept any liability for expenses, costs, losses, claims or other sums of any description incurred by you as part of the booking, travelling to/from, or staying at The Cottage.
7. We are exempt from VAT registration so VAT is not charged on any bookings.
8. The kitchen has an induction hob, so as recommended by the manufacturer, should not be used by anyone who has a pacemaker.

### Reserving and Booking The Cottage

1. To confirm your reservation, please send a non-refundable deposit of 25% of the total value of your stay. The 75% balance must be received no later than 4 weeks before the start of your holiday. If you fail to pay the balance prior to this deadline, and you fail to contact us, we may re-let the week(s) you have reserved.
2. For any reservations made within 4 weeks of the start of your holiday, the full cost of your booking needs to be made to confirm the booking.
3. All cheques should be made payable to “Mark Howard” in pounds sterling. We do not accept credit cards, however payment can be made via bank transfer if you prefer. Please contact us for details about making payment via bank transfer.

### Cancellation

1. In the event of you deciding to cancel your booking, the following cancellation charges will apply, based on the amount of notice given:
  - 28 days or more notice - 25% (i.e. deposit only)
  - 14-27 days notice - 50%
  - 7-13 days notice - 75%
  - Less than 7 days notice - 100% (i.e. no refund)
2. We strongly advise that you take out cancellation/travel insurance to cover yourself in case you have to cancel your booking at short notice. However, if we successfully re-let the property for any cancelled weeks, we will refund you any monies paid less £20 to cover administration.
3. We never expect to have to make any changes, but occasionally problems do happen and under exceptional circumstances, we may have to cancel or change the booking. If this does happen, we will contact you as soon as practicably possible and in the event that an alternative booking cannot be made, we will provide you with a full refund (including deposit). Our liability will be limited to any payment(s) made by you to us in respect of the booking.

### During your stay

1. If you have any problems, concerns, or just need some advice about The Cottage or the local area, please do contact us. We will always do our utmost to resolve any problems you may be having, and the sooner you speak to us, the sooner we will be able to help. You must contact us during your stay if you are dissatisfied in any way; it is always very difficult to resolve any problems after you have left.
2. Please ensure that you leave The Cottage clean and tidy, and in a similar condition to that upon your arrival. We’re aware that accidents do happen and that plates or glasses may get broken; all we ask is that you let us know so we can replace them in advance of the next guests’ arrival. However, to ensure that we can continue to provide the highest possible quality accommodation, you will be expected to pay for rectifying any significant damage or breakages to The Cottage caused by you or any members of your party.
3. Please ensure that any nappies, wet-wipes, or other sanitary items are placed in the external wheelie-bin. They should not be flushed down the toilet or left in waste paper bins. If the drains require unblocking due to this, or any specialist cleaning is required above the standard change-over (e.g. the removal of significant stains to soft furnishings), we may have to levy an additional charge to cover these costs.
4. The Cottage is in the centre of a peaceful and beautiful market town. We ask that you respect our neighbours by not disturbing them or making excessive noise very late at night.
5. Broadband usage during your stay is free, subject to a fair usage limit, and certain telephone calls can also be made for free. Any billable telephone or excess broadband charges incurred by you during your stay will be invoiced separately plus a £5 administration fee.
6. Obviously we will try never to disturb you during your stay, but there may be occasions (for example to carry out emergency maintenance or to repair a defect to The Cottage) when we need to do this whilst you are staying. We will always try to contact you before doing so, however, in extreme emergencies we may have to gain access prior to contacting you. In these circumstances we will always make sure you know that we have had to enter The Cottage and why we needed to do so.
7. As you would expect, you are not allowed to use The Cottage for any commercial activities during your stay.