

OUR BENCH

New Forest Accessible Self Catering Holiday Cottages

9 Lodge Road Lymington Hampshire SO41 8HH

Telephone (44) 01590 673141 Email: cottages@ourbench.co.uk



Self Catering – Terms and Conditions

Booking Terms

1. Bookings are from Friday to Friday, unless short breaks are available. We endeavour to ensure cottages are ready for arrival from 3pm and the cottages must be vacated by 10am on day of departure or you will automatically forfeit your cleaning retainer.
2. All bookings must be confirmed with a deposit of £100 for each week booked and the remaining balance must be paid at least 6 weeks prior to the start of your holiday.
3. The £75.00 cleaning retainer for each week booked is returned to you by post after your visit if the property is left clean and tidy and none of our terms and conditions have been breached.
4. Your holiday booking is a legally binding contract. In the event of a cancellation we will make every effort to re-let your booking, but if the accommodation remains unoccupied we are entitled to retain your deposit and ask for further payment to compensate us for any loss if full payment has not been received. If full payment has been received this is non-returnable unless we manage to re-let. Cancellations should be confirmed in writing. To avoid any misunderstanding we recommend all guests insure against cancellation when they take out their holiday insurance.
5. Once bookings have been made, deposits or full payment received, bookings are not transferable to other dates.
6. Full names and address of all guests wishing to stay must be listed on the booking form, and ages of any children. At no time must there be additional guests resident in the cottages.

During your Stay

1. Whilst staying at the Cottages, Mary Lewis and family cannot be held responsible for any damage, loss, theft or accident to you, your belongings or vehicles.
2. The owners, Mary Lewis and family shall have access to the property at any time if we feel you are in breach of our conditions, and from 10am on day of departure. They also have the right at all times to have access to the outside of the building and the surrounding grounds.
3. It is your responsibility to ensure that electrical appliances are turned off, the wood burner in Garden Bench is closed down, and that windows and doors are locked when leaving the premises. No under 18's should be left without an adult.
4. Our beds and the electric riser/recliner chair can only take a maximum of 21 stone in weight and the electric hoist 18 stone, if you need reinforced beds, chairs etc – then we are sorry but we are unable to accommodate you at this time.
5. Our Bench Self Catering Holiday Cottages are completely non-smoking, as is the surrounding garden, and grounds.
6. Breakages – unfortunately accidents do occur. All guests are asked to report accidents/incidents (including medical spills) and pay for any damage before leaving. If after leaving we find any damage that has not been reported we will forward an invoice for payment. All guests have a "Duty of Care" to all fixtures, fittings and appliances.
7. We do not accept pets in two of our properties. They are welcome in "Garden Bench" subject to agreement of the additional terms and a fee of £100 per pet per week, please request pet booking form.