

## Self Catering – Terms and Conditions

1. Bench Cottage and Little Bench are completely non-smoking, as is the surrounding garden, and grounds including driveways. We do not accept pets due to allergies.
2. 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 more than the named guests staying in the cottages, or you will be asked to leave and you will forfeit any payment made. Bookings are from Friday to Friday, unless short breaks are available
3. The owner, Mary Lewis and family shall have access to the properties at any reasonable time if they suspect rule 2 has been broken. They also have the right at all times to have access to the outside of the building and the surrounding grounds for maintenance.
4. We unfortunately have to point out to you that our electric foot and head riser beds and the electric riser/recliner chair can only take a maximum of 21<sup>st</sup> stone in weight and the electric hoist 18 stone. This has been brought to your attention for your own safety and to avoid damage to any equipment.
5. We endeavour to ensure cottages are ready for arrival from 3pm.
6. All bookings must be confirmed with a deposit of £100 for each week booked.
7. The £50.00 cleaning retainer is returned to you by post after your visit if the property is left how it is found and that guests have departed by 10 a.m.
8. The remaining balance is due 6 weeks prior to the start of your holiday.
9. Breakages – unfortunately accidents do occur. All guests are asked to report accidents and pay for any damage before leaving. If after leaving we find any damage that has not been reported we will forward an invoice within 7days for payment. All guests have a “Duty of Care” to all fixtures, fittings and appliances.
10. 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.
11. To avoid any misunderstanding we recommend all guest insure against cancellation when they take out their holiday insurance.
12. Departure – We ask all Guests to vacate the cottages by 10am on day of departure. Cottages should be left clean and tidy as provided.
13. 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.
14. Once bookings have been made, deposits or full payment received, bookings are not transferable to other dates.