

Terms and Conditions- Rodney Cottage

The Agreement: The rental agreement is between the Guest and the Owner. The contract is deemed to have been made once the Guest has paid a deposit and the Owner has dispatched a confirmation of booking. The guest must be over 18 years of age at the time of booking.

Payment: For bookings made more than 30 days before arrival, a deposit (part payment) of 30% of the total cost of the holiday, is required.

The balance is due 30 days before the holiday commences.

For bookings made less than 30 days before arrival, the total amount is payable in full on booking.

All bookings include a non-refundable £45 booking fee.

If you paid the Deposit by credit or debit card, you authorise us to use the details of the same credit or debit card to settle the balance of the rental. We will only act on this authority if you have not contacted us prior to the Balance Due Date to arrange alternative payment of the balance.

If for any reason we are unable to take payment of the balance by the due date and you are unable to promptly rearrange payment (or we cannot get hold of you to arrange for payment to be made) we will be entitled to treat that as your intention to cancel the Booking.

No entry to the property will be allowed without payment, in full, being cleared beforehand.

We accept payment by most major credit or debit cards and by bank transfer.

Security Deposit: A Security Deposit of £150 is required for any potential damages, the amount will be securely held using your payment card. Should any issues arise, (issues are discussed in full and all evidence obtained) the amount agreed upon will then be deducted from your account using the card details provided.

Arrival/Departure: The property will be available for occupation from 4pm on the first day of the holiday and must be vacated by 10.00 am on the last day. This is due to the additional time taken to prepare a cottage due to COVID 19.

Please adhere to these times to allow the cottage to be prepared for the next guests. Failure to do so may result in you being charged a further day's rental.

You must not use the property except for the purpose of a holiday during the Holiday Period, and not for any other purpose or for a longer period except with our express written agreement.

The Contract to stay in the property for the holiday period, does not create the relationship of Landlord and Tenant between the parties.

Number of People using Holiday Accommodation: The owners permit the Guest and members of the guest's party (but no one else) to occupy the property for holiday purposes only. No more than the maximum number of six persons plus an infant in a cot may occupy the property unless by prior written agreement with the Owner.

Pets: The guest may only bring dogs when have they been booked in and paid for. (£20 per dog, per stay). We allow a maximum of three dogs.

Dogs must be house-trained, kept under proper control and are not allowed upstairs, especially on the beds, nor be left unattended in the property.

Downstairs please use the throws provided to cover the furniture before the dogs are allowed to sit on the furniture and hair must be cleared up before departing.

Dog hairs are to be removed from carpets, furniture and all dog waste collected and disposed of. Dog owners will be held responsible for any damage caused to the property, contents or garden by their dog and for any extra cleaning required.

Guest Responsibility: The supervision of children, babies, dogs and any adults requiring care remains the responsibility of the guest at all times.

Guests should put all furniture etc back to where it was at the beginning of the rental period. Guests should not leave any items at the property and, if left, the owner has the right to charge for the removal, return or disposal of those items.

Damage, Loss, Theft , Breakages: Guests agree to inform owners of any damage or loss however caused, excluding reasonable wear and tear incurred during occupation.

Guests should take all reasonable care of the property, and leave the accommodation in a good state of cleanliness.

The housekeepers are not expected to empty the dishwasher and remove the rubbish from bins. Any major damages or faults should be reported as soon as possible.

There is a breakages/housekeeping book. We would be grateful if anything broken is added to the book to allow the cleaners to replace any broken items quickly on changeover day.

Guests should not remove any item from the property.

We issue one key. Should the key become lost, please advise us immediately. There will be a charge to cover the cost of a new lock and the locksmith's call-out fees. We strongly advise all Guests to leave the key in the key safe when going out for the day.

You must ensure the property is securely locked when not occupied by you.

All parking is at the Guest's own risk. We will not take any responsibility for any damage to a guest's car.

Smoking is not allowed.

Cleaning: The Guest is responsible for leaving the accommodation in good order and in a clean condition.

Refuse: There is a commercial bin which is collected every Tuesday and Friday. All recycling is to be put into the commercial bins as they are sorted through and recycled in a centre after collection. Please ensure all food waste, nappies and dog mess is bagged and then put in a larger bin bag before being disposed of. Most of the bins are hand emptied.

Nuisance: Guests should not cause nuisance or annoyance to occupants of any nearby property. Please respect the neighbours. Loud music and late noise are not acceptable, the Hot tub should not be used after 10pm.

Wi-Fi : Free Wi-Fi internet is provided for your reasonable use and may be subject to separate terms and conditions. You agree to reasonable and lawful usage of this service.

The wifi service is free of charge, we cannot be held responsible if the service does not work.

Health and Safety : There is a Welcome Folder with instruction leaflets for all the appliances. Please ensure that the instructions are followed. If anything breaks or fails to work, please advise the contact person as soon as is feasible and a replacement can be provided. In terms of fire safety, there are smoke detectors and a fire guard.

Please note that there are external steps and decking and can be slippery when wet.

Please note that showers and bathroom areas can be slippery when wet. Please use the bath mats and/or towels as appropriate to stay safe from potential slips and falls.

Hot Tub: For their own safety, guests must follow the policy rules and note the risk assessment which is set out in the welcome folder We make every effort to ensure that the hot tub is ready to be used as soon as you arrive at the cottage but this is not always possible, it is emptied and cleaned after each guest.

Any damage to the hot tub or the cover will result in the Guest's damage deposit being retained as per our terms and conditions. Should the cost of repair exceed the damage deposit the difference will be requested from the Guest.

Hot tub water testers from MBCC will call in periodically. The tests are carried out by an independent third party to ensure the hot tub is kept clean and safe.

The Cottage: Please bear in mind that the cottages was built over 100 years ago. During cooler and windy weather the property may become cooler than an average modern home. The cottage can be creaky, and has uneven walls and floors.

Access: Guests must allow reasonable access to the property by the owner for maintenance given reasonable notice.

Liability: The owner cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, electrical services or exceptional weather. No responsibility is accepted for loss or damage of property, (including pets), vehicles or vehicle contents belonging to the guest or any member of the party during their occupancy.

The maximum liability accepted by the owner will be the total cost of the holiday as paid by the guest to the agent. No other expenses such as travelling costs or alternative accommodation will be accepted.

Cancellation or Changes by the Guest: If you cancel your holiday more than 30 days before it is due to start then your deposit will be forfeit. If you cancel less than 30 days prior to the holiday then the full balance remains due and is not refundable. We strongly advise that you take out comprehensive travel insurance. Once the holiday is booked the Guest has entered into a legally binding contract. If the Guest cancels, for whatever reason (including medical and weather related) then no refund of the deposit will be due, and within 30 days of the holiday no refund of the full balance is due. Cancellations must be notified in writing (including by email) to the Owner immediately.

The Owner will endeavour to re-let the property and if successful may at their discretion allow the guest to transfer to alternate dates and/or accommodation. The expenses incurred in re-letting will be at the discretion of the Owner. We recommend and expect that the guest will have or will take out a holiday insurance policy (which includes cancellation insurance covering sickness and unavoidable reasons for cancellation) prior to their stay.

Cancellation by Owners: The owner reserves the right to refuse any booking and to cancel any bookings already made if the property is unavailable (eg through fire, flood, etc) for any reason whatsoever, subject to a full refund of all monies paid (but no further liability). The owner shall be under any other liability if such cancellation occurs.

Force Majeure: The owner cannot accept responsibility or liability for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government or public authority, or any other event outside our control.

COVID 19: If access to the cottage is denied by government enforcement due to COVID 19 or any other pandemic, then a full refund will be given likewise if the guest is unable to leave the home area due to government lockdown or restrictions then once a again a full refund will be given.

Complaints procedure: In the event of there, being a cause for complaint, please contact the owner who will take up the complaint. It is important that this is done whilst you are still at the property so that action if necessary can be taken as soon as possible.