



Terms and Conditions for Golden Cottage, Sidmouth

Thank you for booking your holiday at Golden Cottage.

By completing your booking, you are indicating that you have read and accepted the following terms and conditions.

Booking

The rental period runs from 3pm on the day of arrival to 10am on the day of departure. A deposit of 50% is required to secure the booking. If the booking is made less than eight weeks before arrival, the full rental amount is payable. Once the booking is accepted by the Owners and the deposit is paid, the Guest is liable for the payment of the balance no later than eight weeks before the arrival date. In addition to the balance, a refundable damage deposit of £100 must be paid.

Cancellation and refunds

If you need to cancel your booking the following cancellation rates apply:

- Cancellation less than eight weeks before arrival: Full rental amount is forfeited unless the property is re-let to another party.
- Cancellation between eight and sixteen weeks before arrival: The booking deposit is forfeited unless the property is re-let to another party.
- Cancellation more than sixteen weeks before arrival: No penalty - booking deposit will be refunded.

In the unlikely event that the cottage is rendered uninhabitable, for instance due to fire or flood, we will issue a full refund on your booking. However we cannot be held liable for other costs incurred such as flights or car hire. If Guests are unable to take their holiday for any reason, our cancellation policy still applies and therefore Guests must ensure that they are covered by appropriate travel insurance to cover all eventualities. We cannot be held responsible for any loss incurred by Guests due to an inability to travel or take their holiday for any reason.

Cancellations as a result of government restrictions: In the event that we are legally required to close due to either a full national lockdown or as a result of being placed into a restricted tier, a full refund will be given. However, if we are permitted to remain open but guests are unwilling to travel due to local restrictions where they live then we are unable to give refunds beyond those stated in our standard policy. For this reason, guests are again strongly encouraged to put in place their own travel insurance to cover any losses incurred due to an inability or unwillingness to travel.

Damage deposit

A £100 damage deposit must be paid with the final balance. This will be fully refunded on departure, providing that;

- No damage is done to the property or its contents beyond normal wear and tear
- No charges are incurred due to illegal activity, pets or collection of rents or services rendered during the stay
- All debris and rubbish are placed in rubbish bin and used dishes are placed in dishwasher and cleaned (dishwasher may be left running upon departure).
- The cottage is locked upon departure and all keys posted through letterbox
- No towels or linens are lost or damaged
- The cottage is vacated by 10am on the day of departure to allow us to prepare the cottage for the next occupant
- In the event of damage exceeding £100, the Guest will be fully liable for all costs incurred in returning the property to its original condition. If the property is rendered unrentable then Guests may be liable for any loss of rent incurred.
- In the event of any excess claim, the lead booker will be liable for any costs incurred.

Letting includes:

- Full use and enjoyment of Golden Cottage
- All electricity, gas, water and Wi-Fi (subject to fair use)
- Bed linen, towels (one large and one small per person), hand towels, bath mats and tea towels
- Beach towels are **not** provided and bath towels are not to be removed from the property.
- Use of cot and high chair (please let us know in advance if these are required)

Maximum occupancy

The maximum occupancy of the property (5) may not be exceeded. This does not include infants (up to 24 months) in which case one infant may be included over and above the maximum occupancy of the property. In addition, Guests may not share the property with another party or part with possession of the property whilst in residence.

Pets

Pets are not permitted under any conditions.

Smoking

Golden Cottage is a strictly non-smoking property for the comfort of all our Guests. If any evidence of smoking is found within the cottage, the hirer will forfeit their deposit and may be liable for further deep cleaning costs.

Housekeeping

If the booking is for two weeks or more, a weekly change of linens and towels can be provided on request. Please request this service at time of booking.

Parking

Parking at the front of the property is limited to one vehicle. Parking on the road or pavement is not permitted. Additional parking if required is available at nearby municipal car parks where weekly rates can be obtained.

Guest obligations

Guests shall only use the property for the purposes of a short term holiday let and shall not sublet the property or any part thereof.

Guests agree to take all reasonable care of the property and its contents and ensure it is left in a clean and tidy condition. All equipment must be put back in its original place for the benefit of the next Guests.

Guests are to pay for any losses or damage to the property (beyond reasonable wear and tear).

Any complaints or faults within the property must be notified to the Owner immediately so that any necessary action may be taken to rectify the problem. In no circumstances can compensation be paid for any complaints that are made after the rental period has ended or where the Guest has denied the Owners the opportunity to try to put matters right during the Guest's stay.

Guests will allow the Owners or their representatives reasonable access to the property during their stay for any urgent maintenance purposes.

The use of the property, its facilities and amenities are at the Guest's own risk and the Owner accepts no responsibility for loss or damage to person(s), personal belongings or vehicles during their stay at the property.

Guests will not cause excessive noise or become a nuisance to tenants or occupants of nearby premises.

The Guest undertakes to keep the property secure whilst in residence and when left unoccupied during the period of let, including locking all doors and shutting windows.

Any serious breaches of conduct may result in you being asked to leave the property immediately.

By completing your booking you declare that you have read and understood these terms and conditions and agree to abide by them.