

Home Cottage Booking Terms

1. Bookings

Bookings are made when we have confirmed your reservation and received an agreed payment as a deposit online on our website:

www.homecottagewhiteparish.co.uk

- Bookings may also be made via an Agent under their own Booking Terms but will also be subject to our Conditions of Stay.

2. Payments

- A booking fee of 25% of the total cost is payable at the time of Booking. This fee is deducted from the cost of your stay with us.
- The full cost of the stay less the booking fee is due 4 weeks before arrival at the latest.

4. Prices

- The price includes linen, towels, energy, water and an initial basket of logs for the log burner fire.
- You may be, at our discretion, subject to additional charges in the event of breaches of these Booking Terms and Conditions of Stay.

5. Availability

- In the event that we need to close the holiday accommodation for whatever reason prior to your arrival we will offer you a holiday deferment or a credit note or a full refund. If we need to close the holiday accommodation during your stay, we will refund you the pro-rata rate for the period remaining.
- We will not be liable for any other costs whatsoever arising from this action.

6. Arrival and departure

- Check-in times are between 15.00-21.00; Checkout time is 10.30am. Under normal circumstances times outside of these may be agreed with us prior to arrival but cannot be guaranteed.
- A late check-out for whatever reason, unless previously agreed, will be subject to an extra charge if this affects the servicing of the holiday accommodation or the arriving guest.

7. Cancellations and Amendments

- To amend or cancel your Booking, call us on 07870 925839 message or email us.
- *It is strongly advised that you have adequate travel insurance for other/unexpected events that could affect your holiday including illness, quarantine or self-isolation requirements.*
- If you cancel your booking before 4 weeks of your arrival date we will refund payments made, subject to deduction of the cancellation admin fee.
- If you wish to amend your booking before 4 weeks we will normally allow deferment within 12 months of the original booking date, subject to availability and any price change. Any payments made will be held as part payment for that stay.
- If you cancel or amend your confirmed booking within 4 weeks of the arrival date we will try and re-let the accommodation. Whatever the outcome we will normally charge for any losses arising from the cancellation up to the full value of the original booking.
- Bookings through our Agent will be subject to their own cancellation conditions.
- A cancellation admin fee of £25 will be applied and deducted from monies paid by you prior to any refund.

8. Our right to terminate your stay

- We reserve the right to terminate your stay without being liable for any refund or compensation where you engage in what we consider as unacceptable behaviour that causes a disturbance or nuisance to us, our neighbours or other guests; or you breach any Booking Conditions or Conditions of Stay.

9. Liability

- Our total liability to you is limited to the value of the Booking and, to the fullest extent permitted by law, all warranties are excluded and in no circumstances will we be responsible for any indirect or special damages.
- You agree that no responsibility rests with the owners for accidental damage to members of your group, your property or your pets whilst within the holiday accommodation or grounds, or engaged in any activity thereon, or for any illness or injury arising from whatever cause. The holiday accommodation and grounds are not allergen free and therefore no liability can be accepted by the owners for any allergic reactions within your group/pets howsoever arising.
- We do not accept liability for any accident or loss from your car while on our premises, or the loss of valuables while left in the holiday accommodation.

- We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond our reasonable control.
- You are responsible for any damage or loss caused to us or our property by your act, omission, default or neglect and you agree to indemnify us and to pay us on demand the amount reasonably required to make good or remedy any such damage or loss. For clarification this includes damage other than normal wear and tear and also includes damage to mattresses and any extra cleaning due to failure to comply with the Conditions of Stay.

Conditions of Stay

These conditions of any stay with us are applicable to all guests, whether the booking is made direct with us or through an Agent. We have the following general conditions of stay to enhance the comfort and wellbeing of all our guests.

1. Only those persons named on the booking form may occupy the holiday accommodation or use the premises/facilities.
2. You agree that you and members of your group will use the holiday accommodation for the booked period only and for no other purpose.
3. There is **STRICTLY** no smoking/vaping while inside the holiday accommodation at any time. We will terminate your booking without notice and without being liable for any refund or compensation and we will charge a special cleaning surcharge of £100 if you smoke while you are anywhere inside the cottage or there is a smell of smoke inside the cottage on your departure.
4. The use of fireworks is prohibited at all times.
5. The quiet and peaceful ambiance of our properties are very important to us and our neighbours and therefore guests must not make any what we deem as unreasonable noise in particular between 22.00 and 08.00.
6. Any breakages or damage should be reported to the owners at the earliest possible time allowing alternatives to be purchased or repairs made prior to the arrival of subsequent guests. This may be charged at cost, at our discretion.
7. There is one free parking space next to the property available. No commercial vehicles or motor homes are allowed.
8. The holiday accommodation must be left clean and tidy. Any requirement for additional and unreasonable cleaning will be charged extra.
9. Under no circumstances may bikes of any kind be taken into the property.

Fire Policy

1. In the event of a fire, please evacuate the cottage immediately, closing all doors behind you and raise the alarm with the Fire Brigade on 999 and with us on 07870925839 or by knocking on our door. Do not try to fight the fire.
2. There are Fire Action Notices displayed within the cottage and within the Cottage Manual – Please take the time to read and familiarise yourselves with this.
3. The fire exit is through the front door.
4. We have provided three emergency escape lights (portable) for your use in an emergency where the power fails. These plug in lights will automatically light up in the event of a power failure. They are located in the sitting room by the bookcase. And in both bedrooms. **ONLY FOR EMERGENCY USE. LEAVE PLUGGED IN WITH THE PLUG SWITCH ON. DO NOT TOUCH IN ANY OTHER SITUATION.**
5. Damage to or loss of these emergency lights will result in a £30 charge.
6. Do not bring any candles/fire lights/electrical appliances with you – these are not allowed under current fire regulations.
7. Do not smoke/vape within or around the cottage.
8. Please close the sitting room doors overnight.
9. Please do not leave devices charging overnight or whilst you are away from the cottage.
10. No charging of electrical bike batteries or storage of electric bikes in the cottage.
11. No charging of EVs at the cottage. No vape charging.
12. Please keep fire exits and staircase absolutely clear from luggage or any other items.
13. If using the BBQ please wait for it to cool down before putting the cover back or moving it.
14. Do not burn any waste on the BBQ.
15. Only use the BBQ on the grassy area and not next to any fences.

Electric Vehicles:

Please note that we do not have an EV charger point installed, and we cannot allow EV charging cables to be plugged into our domestic electricity sockets as this invalidates our insurance. Therefore, it is not permitted for you to charge any Electric Vehicle at our premises. There is a Fast Charge facility available at The Kings Head. There are also various other charging points within the local area – locations can be accessed via the internet or please ask.

Wifi/Streaming Policy

- There is complimentary Wi-Fi available for your use during your stay at the cottage. We accept no liability for the lack of availability due to events beyond our control.
- Please make sure you log out of your personal accounts on the TV before you leave. No responsibility will be taken for someone using your account.

Please note:

Although we have a no dog policy for our guests we cannot guarantee that assistance dogs have not had access to the property.