



## Terms & Conditions – May 2021

- **Rates** – Our cottages are charged per night based on exclusive use by the booking party for the duration of the stay. Rates are inclusive of service charges and we do not currently charge VAT.
- **Confirmation & Payment** – To confirm your reservation a deposit payment will be required at the time of booking. The balance due for your stay will be required in full 28 days before arrival. If your reservation is less than 28 days away at the time of booking the full amount is payable immediately. Payments can be made via Paypal or Credit/Debit Card or alternatively by bank transfer if you prefer. Please ask for details.
- **Deposits** – A non-refundable/non-transferable deposit of £250.00 will be required at the time of booking. Again this can be made online via Paypal or Credit/Debit card, or alternatively by bank transfer if you prefer.
- **Check-In** – Cottages are available from 4pm on the day of arrival and must be vacated by 10am on the day of departure. Extended times are by prior arrangement only, and an additional charge applies to cover our additional changeover costs. This however may not be possible at this time due to additional cleaning requirements in respect of Covid-19.
- **Cancellations** – Should you wish to cancel your reservation, please notify us at least seven days prior to your arrival. Our cancellation charges are as follows:-
  - Within 7 days – The booking deposit.
  - Within 72 hours – Up to 100% of the total cost unless we are able to re-let the accommodation without loss.
  - An admin charge of £60 will be deducted from all cancellations to cover re-letting costs. We strongly advise that suitable travel insurance is purchased to cover these cancellation/amendment charges.
- **Special Rates** – Please telephone or email for longer term discounts.
- **Car Parking** – A designated secure off road parking area is available for each cottage. All cars are parked at their owners own risk and Cottage Lets Limited or the property owners do not accept any responsibility for damage or theft however caused from vehicles parked within our facilities.
- **Pet Policy** – Beechfield Cottages aim to provide family friendly accommodation, which also includes pets where possible. Pet booking is available on request subject to our discretion, and is subject to a service charge of £40 (1 pet) or £60 (2 pets) per stay. The service fee covers additional cleaning requirements, and helps us to keep the environment as self contained and secure as possible, hopefully leading to a comfortable and relaxing stay for all. The service fee is payable using any of the methods shown below. Please note that pets may not be accepted if this fee has not been pre-paid prior to arrival.
- **Smoking Policy** – For the benefit of all our guests we do not permit smoking in any of our cottages.
- **Force Majeure** – Where we are prevented, frustrated or delayed in providing the booked accommodation due to force majeure (including but not limited to riot, strikes, natural catastrophe, power failure, fire or accident) or any other cause beyond our control, our liability shall be limited to refunding or re-scheduling the accommodation at a future date convenient to all parties.
- **Website Accuracy** – Amendments and updates are frequently made to our website and whilst every effort is taken to ensure all information is correct, we cannot guarantee this.
- **Copyright** – This website, all images and written copy is copyright and may not be copied, re-produced or re-used in any way without prior written consent.
- **Online Bookings** – Online bookings are subject to validation, and we reserve the right of cancellation. In making an on-line booking you are agreeing to accept our 'Terms & Conditions' and 'Cancellation Policies'.
- Due to the nature of our online booking service, it is possible for more than one customer to book the same accommodation at the same time. In such cases our telephone service will take priority. Whilst we take every effort to minimise this occurrence, it is possible for occasional double-bookings to occur. Such circumstances are treated as force majeure, and liability is limited to either refunding or re-scheduling the accommodation at a future date convenient to all parties.