

# Silver Fell Holiday Cottage

...unwind in the heart of the Lake District...

## **BOOKING TERMS and CONDITIONS**

**Thank you for booking with us. Please read the following terms and conditions carefully:**

### **1. Your holiday booking:**

- You must be 18 years or over when you book your holiday. When we issue a written confirmation to you, we enter into a contract with you, which is subject to these Booking Conditions. When your holiday confirmation is received, you should check the details carefully. If anything is not correct, you need to tell us immediately.
- We recommend that you purchase Cancellation Protection insurance. Please refer to Section 4 for details regarding holiday cancellation. If your payment is returned to us unpaid, we reserve the right to make an administration charge of £25.

### **2. Care of the holiday cottage:**

- You agree to keep the holiday accommodation clean and tidy and leave the property in a similar condition. You agree to take good care of all furniture, fixtures, fittings and effects in or on the holiday accommodation. Excessive cleaning work for our cleaner may result in extra charges. You are responsible to us for the actual costs of any breakages in or to the property – along with any additional costs which may result - which are caused by you or your party, and we will require payment from you to cover any such costs. This includes misuse of the downstairs Saniflow toilet, full instructions of which are available at the property.
- You cannot allow more people than the four as the brochure states, nor can you take pets into the property. If you do so we can refuse to hand over the property to you, or can repossess the property. Either circumstances will be treated as a cancellation by you and section 4 will apply.
- You must allow the property owner or caretaker of the property access at any reasonable time during your holiday.
- In order to keep the property in the best condition possible for the enjoyment of our guests, we ask that all holiday-makers remove their outdoor shoes before entering the cottage, **therefore it may be advisable for guests to bring appropriate indoor footwear, e.g. slippers.**

### **3. Breakages:**

**Please note that all Breakages must be paid for and the owners or caretakers should be notified.**

### **4. Cancellation:**

If you have to cancel your holiday for any reason, this cancellation must be made in writing and sent directly to us at the address below. Such cancellation will become effective from the date it reaches us and will be subject to a charge payable by you to compensate for our estimated losses which are calculated in accordance with the following scale:

Date when notification  
is received by us:

Amount payable:

- ◆ More than 56 days - Full Deposit (including any Balance of Deposit due)
- ◆ 29-56 days - 50% of holiday cost or full deposit, whichever is the greater
- ◆ 15-28 days - 75% of holiday cost
- ◆ 0-14 days - Total cost of holiday

### **5. Your holiday accommodation:**

- You can arrive at your holiday accommodation **after 4.00pm** on the start day of the holiday.
- If your arrival is delayed, please advise us so that alternative arrangements can be made. If you fail to arrive by midday on the day after the start date, and you do not advise us of a late arrival, we may treat the booking as cancelled by you.
- Please note that the property must be vacated **by 10.00am on the last day**. This is very necessary as our cleaners have to start work at 10am sharp.

### **Please note:**

Duvets and pillows are provided, including bed-linen, and towels and tea-towels. Please note which beds are required on the booking form. All fuel and power is included in the rental, except coal and logs. We ask guests to ensure that relevant appliances and lights are switched off before going out or before going to bed at night.

### **Liability/ Disclaimer:**

Please take reasonable precautions for your own safety whilst in the cottage and on holiday.

The property owners shall not have any liability to you for the death or personal injury to you or any member of your party no matter how caused. You and your party must take all necessary steps to safeguard your personal property and no liability to you is accepted in respect of damage to or loss of any such property howsoever caused. It is the booking parties' responsibility to take out holiday insurance cover as appropriate.

Tel: Nick & Polly Greathead 01695 727498 or 077887 10957