

TERMS AND CONDITIONS

Deposit and balance

This booking confirmation acknowledges receipt of your deposit and/or balance of rental. Any balance due after payment of your deposit must be paid not less than 6 weeks prior to the start date of your holiday. To assist you the latest date for the payment of the balance is printed on the front of this form. We accept payment by debit/credit card, cheque or cash, although credit card payments attract a surcharge of 2% of the value of the transaction. We do not send out written reminders. If you do not pay the balance in full and by this date or within 7 days thereafter you will be deemed to have cancelled your booking and the provisions of the next paragraph relating to liability for the payment of the balance of rental shall apply.

Cancellation policy

Once you have paid to us your deposit it is not refundable in any circumstances except in the event of the cottage becoming unavailable as detailed in the next paragraph. Once you have paid us your balance of rental it is not refundable except in the circumstances detailed in this paragraph. If you cancel this booking more than 6 weeks before the start date of the holiday the balance of rental shall not become due but the deposit will not be refunded. If you cancel this booking less than 6 weeks before the start date of the holiday or if you fail to pay the balance of rental as required by the previous paragraph you will be liable for the full balance of rental unless we are able to re-let the cottage on identical terms to this letting. If we are able to so re-let the cottage we will refund or waive payment of the balance of rental but not the deposit.

Non availability

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible or was unacceptable to you then we would refund all monies paid by you to us but not including any booking fee, commission or deposit paid by you to a third party. Our liability would not extend beyond this refund.

Insurance cover

It is advisable for you to take out adequate holiday insurance cover. We can on request provide an example of such insurance but we cannot recommend a particular product. It is your responsibility to check that the insurance that you purchase is adequate for your needs.

Arrival and departure time

Your cottage will be available to you from 4pm on the day of arrival unless otherwise arranged. Please do not arrive earlier as we will still be busy preparing your accommodation and may not be available to welcome you. You must take up your accommodation by 8pm as we may not be able to make the key available to you after that time. Vacation of your cottage must be by no later than 10.30am on the departure date shown overleaf.

Use of cottage

The cottage is provided only for the benefit of you and the members of your holiday group as detailed on this booking confirmation for the purposes of a holiday and not for any other persons or purposes.

Smoking

Bramwood Cottages do not permit smoking on any part of the premises as this can damage the fabric of the cottages and causes discomfort to other guests. This prohibition extends to all external areas of the cottages including the garden and the car park. If you or any member of your party smokes then please carefully consider whether this cottage is appropriate for your needs.

Pets

We do not accept pets in any of our cottages, the gardens or grounds.

Car parking

There is a car parking area shared with Bramwood Guest House. Whilst it is normally possible to accommodate all cars it should be understood that parking is subject to availability and at guests' risk. Only one car per cottage is permitted unless otherwise agreed in writing with us. Please park carefully and with consideration for other guests. Visitors cars are not allowed in the car park.

Care of the cottage

We are proud of our cottages and expect you to take good care of them and to leave your cottage in the truly clean and tidy state you will have found it. Please report to us as soon as possible any breakages, spillages or disrepair. We will ask you to contribute to the cost of any replacement, cleaning or repair to the cottage which cannot be regarded as reasonable wear and tear by your occupation of it.

Guests with disabilities

If you or any member of your party has any disability please inform us on receipt of this booking confirmation, if you have not already done so at the time of booking, so that we may discuss any special requirements.