



## **BOOKING TERMS & CONDITIONS**

By booking your holiday with Marlowe Cottage you agree to the following terms and conditions:

### **Payment**

A deposit of £100 per week (or payment in full for a part week) is payable when booking, unless you are booking within two months of the start of your holiday, in which case the whole cost is payable. We will send you a confirmation, by post or email, upon receipt of this deposit. The balance of the cost of the holiday is due two calendar months before you arrive, together with a cautionary deposit of £100 against damage/breakages. This is returnable following your departure. No further reminders will be sent.

### **Cancellation and Insurance**

Once you have booked your holiday, our agreement with you is a legal contract. If you cannot go on holiday and the cottage cannot be re-let, you are liable to pay for the booking in full, even if you cancel before paying the balance. If we succeed in re-letting the cottage for that same period, we will deduct from you what you owe us (or refund to you) any such rentals received less your deposit, which is always non-refundable. For these reasons we strongly recommend that you take out cancellation insurance for your holiday.

### **Non-availability of cottage as booked**

We would only cancel your stay if the cottage were unavailable for reasons beyond our reasonable control. We would attempt to offer you alternative accommodation; however, if this was either not possible or not acceptable to you, then we would refund to you all monies paid to us. Our liability to you would not extend beyond this refund.

### **Arrival**

The cottage will be ready for you from 4.00pm on the day of your arrival, unless otherwise agreed in advance.

### **Departure**

We require that you vacate your cottage by 10am on the morning of your departure. We ask that you leave the property in a clean and tidy condition.

### **Liability**

We do not accept responsibility for injury to persons or loss/damage to possessions unless caused by proven negligent act or omission of ourselves, our employees or contractors, or agents of the same, whilst acting in the course of their employment. This includes loss or damage to vehicles and their contents, and to the personal possessions you bring with you.

### **Complaints**

Should you find any faults or have any complaints during your stay, please advise us immediately so that any appropriate action can be taken.

### **Damage and Breakages**

You are responsible for the cost of any breakages or damage you cause to the cottage and its contents. Please report these before you leave. Minor breakages may not be charged for if reported.

### **Web Site and Brochure**

We make every effort to ensure that the information and cottage description contained on our web site and in our brochure is accurate. We do however reserve the right to make small changes and we accept no liability for minor inaccuracies.

### **Dogs/Pets**

Dogs and other pets are strictly not allowed in Marlowe Cottage

### **Smoking**

Marlowe Cottage is strictly NO SMOKING.