**Cider Cottage at Woodhill Manor**

**Terms and Conditions of Hire**

1. **The Hirer** is responsible for ensuring that all members of the party accept the terms of the contract set out in these conditions of hire and failure to comply with them may lead to termination of the contract and loss of booking. The contract between the owner and hirer will commence once the confirmation has been issued and payment made.
2. **The Booking.**  A non refundable deposit of 25% will be requested at the time of booking and the balance will be due for payment 6 weeks before the holiday start date. Late bookings within 6 weeks of the holiday will require payment in full. Booking confirmations will be made in writing by the owner once a) date availability is confirmed and b) the deposit has been received.

If full payment is not received by the date specified in the confirmation letter the owner will send a reminder but, if the balance is still not paid this will be treated as cancellation.

1. **Cancellation.**In the event that you should have to cancel your holiday the deposit is non-refundable but we will do our best to offer an alternative date, if available.  If it is not possible to re-let the accommodation and it is within 6 weeks of your holiday start date then you will also be liable to pay the balance due.

We strongly advise that you take out travel insurance which includes cancellation cover and if you choose not to do so you accept responsibility for any loss you may incur.

Your booking will not be cancelled by the owner unless in exceptional circumstances. Notification will be made in writing at the earliest opportunity and full refund of monies paid provided. Our liability for cancellation will be limited to payments made to us.

Bookings cannot be accepted from any person under the age of 18.

1. **Arrivals and Departures.**  All bookings run weekly from Friday to Friday, unless previously agreed with the owner. The check in time on arrival day is 4pm and check out time on departure day is 10am.
2. **Price.** The price includes fuel, central heating, bed linen and towels. Beds will be made up with bottom sheet, quilt cover and pillow cases. Towels are provided for cottage use but please don’t take them to the beach – bringing your own along would be greatly appreciated. A cot is available on request but guests are requested to bring their own preferred bedding.
3. **Party Size.**  The maximum occupancy for the cottage is 5 (+ small child in a cot) and the number of adults/children should be specified on the booking. We understand that holiday plans sometimes change and so it is perfectly acceptable for the hirer to change the number of guests in their party size provided that a) the owner is informed and agrees and b) the occupancy limit is not exceeded. Details of all over 16 guests in the party will be requested – this is a legal requirement.
4. **Safety.**

At Cider Cottage we take safety very seriously and want our guests to have a very comfortable, enjoyable and safe stay. Hence we include the following;

* 1. **Children.** Guests with children must ensure that they are supervised at all times and they are not to be left unaccompanied in the cottage or anywhere in the grounds, especially the woods.
	2. **Fire.** Guests must make themselves familiar with the fire procedure, fire exit routes and further safety information in the guest information folder on arrival. A fire extinguisher and fire blanket is located in the kitchen area and guests are asked to locate it on arrival.
	3. **Equipment.**All equipment in the cottage has been tested for safety. The owners undertake to repair or replace any faulty equipment with due diligence and guests are asked to report faults as soon as possible.  However, no claims will be entertained in respect of equipment which remains faulty for reasons beyond our control.
	Further general health and safety guidance is provided in the guest information folder and guests are advised to read this as soon as possible.
1. **Responsibility**. The use of the holiday cottage and amenities including the car park, garden and the woods, is entirely at the guests' risk and no responsibility can be accepted for injury, loss or damage to the guests or their party or their belongings. We do not accept liability for any personal injuries sustained by any member of the party, or for the loss, theft or damage of or to personal property howsoever caused, including motor vehicles.

Guests must ensure the cottage is locked and secured whilst unoccupied during their stay.

This property is privately owned and is a home so please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, likewise, we would be grateful if you could report them promptly, especially before check-out. Whilst we don’t expect you to spring clean the cottage prior to departure, it would be greatly appreciated if you could leave the cottage tidy and clean on departure.

1. **Pets.**  We are now a dog friendly cottage and like to welcome well behaved and friendly dogs. Although we have a strict cleaning regime we cannot guarantee the absence of pet traces between lets and people with allergies should be aware of this when booking. The owners of Cider Cottage also have pet dogs who will constantly be in the vicinity of the cottage.

Although the garden is enclosed, the nature of the hedge means it may not be secure for very small dogs and owners of dogs who like to ‘explore’ should be aware.

Guests wishing to bring dogs to Cider Cottage should be aware of the following;

* 1. We do not charge for dogs to stay but a refundable security deposit of £150 will be requested two weeks prior to arrival which will be repaid to guests within two weeks of departure (minus any necessary costs for additional cleaning/damage if applicable). If no deposit is received on request, guests will not be able to check in. The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
	2. During their stay owners are requested to stick to the ‘doggy house rules’ as follows;
		1. The number of dogs must be limited to the number approved by the owner
		2. Ensure pets do not get onto the furniture, particularly beds/sofas
		3. Clear up dog’s mess from garden/driveway and dispose of it in the bin provided
		4. Never leave pets unattended in the cottage at any time.
		5. Keep dog(s) under control at all times

 Guests who do not adhere to these general ‘doggie house rules’ may be asked to vacate the property.

1. **Smoking.**  There is a 'No Smoking' policy inside the holiday cottage. You may smoke outside the cottage but please dispose of any cigarette butts safely and tidily.
2. **Wi-fi**. This is provided free for guests’ use and enjoyment but, a minimum speed, unrestricted bandwidth or uninterrupted provision is not guaranteed. The type and layout of the building may also limit the use of the wifi in some areas but visitors generally find the wifi fine for reasonable use. We will not be liable for any form of compensation or expenses claimed by you in respect of the provision/quality of connectivity.
3. **Covid 19.** Although there are currently no Government travel / holiday restrictions in place due to covid, should matters change during the season, we expect guests to comply fully with any relevant government regulation and/or guidance relating to covid 19. Further information will be provided on a dynamic basis within the cottage holiday information pack as required.
4. **Environmental issues.** At Cider Cottage we try to be as environmentally friendly as possible and we ask guests to support us in our sustainability and commitment to the environment. The guest information pack highlights some of the things we are trying to do to reduce our impact on the environment and we would welcome any further suggestions from guests as to how we can improve this further. Whilst we want guests to have a comfortable and enjoyable stay we ask visitors to turn off anything electrical not in use and minimise water wastage, especially during the summer months when drought is quite common in Cornwall.
5. **Conduct.**Cider Cottage is in a very peaceful location and we ask guests to respect this during their stay – please, no rowdy parties or additional visitors (unless previously agreed by the owners) as the owners reserve the right to decline accommodation and demand the immediate withdrawal of any persons behaving in a manner detrimental to the property or comfort of the owners and/or neighbours.
6. **Complaints.** We hope you have a wonderful stay at Cider Cottage but, any problem or complaint which arises during the holiday must be immediately reported directly to the owners who will endeavour to put matters right. Any complaints not reported during the holiday and only reported after the guest has returned home may not be considered by the owner.

**If you love the cottage let us know but, equally if there is anything we can do to improve our guests’ experience of Cider Cottage please let us know as we would love to hear about that too.**