

Dean Cottages: terms and conditions of rental Wren Cottage

In devising the following terms and conditions it has been our aim that you and others thoroughly enjoy your holiday in our cottages and that any difficulties which may arise will be swiftly and efficiently dealt with.

Nature of Letting: Our accommodation is made available for short-term holidays of up to one month, and not to provide permanent living accommodation. Dean Cottages reserves the right to terminate a letting without notice.

Booking: A booking is confirmed and binding when the completed and signed booking form has been received by Dean Cottages (the Company) with a deposit of 20% of the rental fee.

Once a booking has been confirmed all members of the party will be subject to these terms and conditions.

Balance: This must be paid four weeks before the start date of the rental period. If we do not receive the balance on time, we reserve the right to re-let the reserved accommodation. Non payment of the balance is treated as a cancellation, see below. Please note that in addition to the balance a damage deposit £80 for breakages, damage or excessive use of Wi-Fi will be added to the cost of the holiday and will be refunded within 7 working days of departure, provided no deductions have been made, see below.

Prices: The prices shown on our website are inclusive of electricity, bed linen, towels, laundry cleaning at the end of the rental period and Wi-Fi. A basket of logs is also included. Only a maximum of two guests are allowed to sleep in each cottage.

Damages, breakages: Cleaning is included in the price of the rental. However, the company reserves the right to charge up to an additional £20 should the cottage require additional cleaning over and above that which is normally expected. You are liable for any damages or breakages which you or person or pets listed on your booking form cause to the accommodation, its contents or the surrounding property. Please report any incidents so that we can deal with them immediately. We DO NOT charge for minor breakages, but would expect you to cover the cost of replacement of items of a more significant nature. Any costs incurred by you for any of the above will be deducted from the damage deposit.

WI-FI: We provide mobile Wi-Fi on the understanding that it be used for emails and surfing the internet. It should not be used for downloading data from the internet. The device should NOT be removed from the cottage under any circumstances. Any costs incurred by you for any of the above or if the device is lost, the cost of a replacement will be deducted from the damage deposit.

Repairs: In the event that an appliance fails to work or there is some damage caused, guests should notify the Company immediately in order that repairs can be carried out. Guests should not attempt to carry out repairs themselves nor seek the assistance of anyone else directly. Should a guest carry out a repair, they may still be charged.

Arrival and departure: Guests should not arrive before 4.00 pm on the arrival date and must leave by **10.00 am** on the day of departure unless a prior arrangement has been made in writing.

Cancellation: The deposit is non refundable. The balance is refundable up to 2 weeks before the start of the rental period if guests are obliged to cancel owing to circumstances beyond their control. A full refund will be given should the Company have to cancel the booking owing to circumstances beyond the Company's control. However guests shall have no further claim. We strongly advise that you take out your own travel insurance.

Pets: Pets are accepted but only by prior arrangement and at a cost of £10 per pet per stay. You must notify us when returning your booking form if you wish to bring a pet with you. You will be responsible for any damage caused by your pet or any excessive amount of cleaning required after your stay. (See damage deposit above).

The following conditions shall apply:

- 1) **The dog throw provided must be used to protect furniture from pets downstairs.**
- 2) **Pets are not allowed upstairs or on the bed (a stair gate is provided to keep them downstairs)**
- 3) **Pets must not be left unaccompanied in the cottage**
- 4) Well behaved pets can be allowed off leash in the wildlife garden; however owners must clean up after their pet in the garden, in front of the cottage and on Shapridge Common. (A bin, scoop and nappy bags are provided for this purpose). Pets are not allowed in the wildlife pond.
- 5) All pets must be kept under close control. Pet owners should respect the peaceful environment we have provided and not allow their dogs to cause a nuisance to others through excessive barking, jumping up on people, or running off leash outside the garden. The owners reserve the right to terminate the letting without notice if pets cause a disturbance or nuisance to other guests, our neighbours or the owners of Dean Cottages.

Non Availability of accommodation: if for reasons beyond our control the property becomes unavailable on the date booked, we will attempt to offer you alternative accommodation. If this is not possible we will offer a full refund for all monies paid, and guests will have no further claim against us for the cancelled holiday.

Behaviour: Your cottage is available for those people and pets listed on the booking form only. We reserve the right to refuse entry to the whole party if this condition is not observed.

There is a **no smoking policy** within the cottages and anyone doing so will forfeit their deposit. Smoking is permitted in outside areas. Please dispose of stubs carefully.

All guests must endeavour to keep the noise down between 22.00 and 08.00 hours. The playing of loud music, or TVS or loud offensive behaviour is prohibited at all times and the owners reserve the right to terminate the letting without notice if the guests cause a disturbance or nuisance to other guests, our neighbours or the owners of Dean Cottages.

Safety - Fire Hazards: The company operates a **no smoking policy** and the **use of candles is strictly forbidden**. Nothing other than heatproof cookware should be left on the hob.

Safety - Children: We do have a pond in the garden and the cottage windows have low sills upstairs. Children are brought at the own risk of the guest who signed the booking form and must be supervised at all times.

Liability: We do not accept liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment. We strongly advise that you take out your own travel insurance.