

The booking contract is between Cooper's Dip Cottage (referred to as "us" or "we") and the person making the booking on behalf of their party (referred to as "Lead Booker", "you" or "your"). The Contract is subject to UK law. The Contract will not take effect until the deposit is received.

### **1. Bookings & Payment**

Bookings are confirmed on receipt of the booking form and receiving the deposit of 30% of the holiday cost. The balance of the rental will be due for payment 8 weeks before the start of your holiday. We are under no obligation to remind you that payment is due. We will attempt to send you a reminder via email when the balance is due. The balance should be paid within 5 days of receipt of the reminder. We reserve the right to cancel a holiday where payment has not been made within a week of notification of the balance being due. If the booking is made within eight weeks of the holiday start date, then payment will be due in full.

### **2. Cancellation by you**

Cancellations must be received in writing, we will make every effort to re-let the property. All refunds will be subject to deduction of a non-refundable administration fee of £75. If the cottage is re-let, the amount refunded will be the rebooking value (which may be less than you paid) less the administration fee of £75. However if we are unable to re-let we have to advise you that you will be liable for the full cost of the holiday. We therefore strongly recommend that you take out cancellation insurance.

**Travel Insurance** We recommend you take out your own travel insurance for UK holidays which covers booking cancellations. This is available at very affordable rates, and gives you the peace of mind that you will get your money back if you need to cancel your holiday. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.

### **3. Cancellation by us**

We will only cancel your booking if your accommodation becomes unavailable for reasons beyond our control. In this unlikely event, we will refund all monies paid by you.

### **4. Maximum Occupancy**

Only the people referenced on the booking for will be allowed to stay. This must not exceed the maximum of 4 adults and 2 children as per the property description. We reserve the right to refuse admittance if this condition is not observed. Any persons other than members of your party must not use the facilities of Cooper's Dip Cottage, unless prior written consent has been obtained by us. To exceed the maximum number of persons in the cottage invalidates the insurance and overloads the facilities available which are not capable of supporting additional usage, and can lead to extensive and expensive damage. As such any over-occupancy is considered to be a serious infringement of the Terms and Conditions and can result in an immediate requirement to vacate the premises. If this happens we will treat your holiday as having been cancelled by you and you will not be entitled to a refund of your holiday monies or any compensation.

### **5. Pets**

**For Cooper's Dip Cottage to remain dog friendly, it is necessary that guests bringing dog(s) agree to these conditions:**

- You must let us know in advance if you're intending on bringing your dog(s). All dogs must be booked in by prior agreement and will be charged at £35 per dog per stay. Any dogs that have not been booked in may not be allowed to stay and you will need to book them into a local kennel.
- To bring all pet bedding
- Dogs are not allowed in the bedrooms or on the furniture. We will have to levy an extra cleaning charge if they have been on the beds or on the sofas and damaged sheets will have to be paid for.
- Your dog(s) must not be left alone with free run of the property. *We provide water bowl, towel, lead, poo bags, toy and some dog treats. We provide a guide of dog friendly pubs and restaurants and places to visit so that your dog can be with you as much as possible.*
- When you bring a muddy dog back from a walk, please clean them off outside using your own towel or doggy towel provided and on no account use the bath or towels provided for human use.
- Poop patrol! pick up all dog mess from the garden any poo found at the property will incur a £50 charge
- Please give the cottage a basic clean, and remove as much of the dog hair as possible; if the cottage requires additional cleaning we will have to charge a £50 fee to cover the cost.

## **6. Arrival / Departure**

Your accommodation will be available to you from 5pm on the arrival day. You must have vacated the property by 10am, otherwise, the owner reserves the right to charge for their housekeeper's time.

## **7. Your Responsibilities**

You must look after the property. This means you must keep all furniture, fittings and effects, (inside or outside the property) in the same state of repair and condition as at the start of the holiday. You must leave the property in the same state of general order in which you found it. If you break these conditions the Owner/House Keeper can make an additional cleaning charge and/or make a claim against you for repair or loss as a result of damage caused. The owners reserve the right to hold a Good Housekeeping Security Deposit. Where we hold a security deposit or other funds on account we will take extra fees due from these accounts.

## **8. Smoking**

Cooper's Dip Operates a non smoking policy in the cottage.

## **9. Good House Keeping Deposit**

All bookings will be subject to a £100.00 Good Housekeeping Deposit. You will be required to make this payment with the balance of the holiday. This amount is fully refundable within 7 days of your departure, providing the property is left clean and tidy, that the dog rules have been adhered to and there have been no breakages, extra cleaning required or any extra people found to be staying at the property.

## **10. Liability**

We do not accept any liability for any damage or loss, injury or sickness or inconvenience to any member of your party, or any vehicles or possessions belonging to anyone, howsoever caused, nor shall we be liable for any additional expenses incurred by you or your party, whether directly or indirectly caused by or arising from any aspect of your

booking with us. Under no circumstances shall our liability to you exceed the amount paid to us by you.

### **11. Complaints**

We truly hope that you will never need to complain, but if there are reasonable grounds then you must inform us immediately (within 24 hours of your stay) so that appropriate action can be taken.

### **12. Descriptions**

We believe the information on our website to be honest and accurate, but reserve the right to alter the details at any time. We will always endeavour to inform you of any significant changes to the published accommodation at the time of booking. Please note there is a surveillance camera situated at the front of the cottage, the camera is directed at the path and does not impact upon your enjoyment of the garden and patio area.