

Booking Conditions: The booking contract is between Cooper's Dip Cottage (referred to as we,) and the person making the booking on behalf of their party (referred to as Lead Booker, you or yours. 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 8 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 you're 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: Dogs may be brought by prior arrangement only, at an additional cost of £35 per dog per week. Dogs are only accepted on the strict understanding that they are kept under control, are not permitted in the bedrooms or on the furniture, nor should they be left unsupervised. Any damage caused will be charged. Please bring your dog beds. Sorry no cats allowed. An additional cleaning fee will be levied if these terms are not respected.

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. Electric Vehicles: Must not be charged at the property under any circumstances. Domestic electric vehicle chargers (commonly known as a 'trickle charger') are not suitable for use at any of our properties and are strictly forbidden. You are liable for any damage or loss suffered by the property owner due to your unauthorised charging of electric vehicles or the use of domestic chargers.

10. 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 7-10 days of your departure, providing the property is left clean and tidy, that there have been no breakages, extra cleaning required or any extra people found to be staying at the property.

11. 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.

12. Complaints: If on arrival at the property you do not consider that it complies with the advertised description, or if you consider that it is not fit for your occupation for any reason, you must advise us immediately by emailing coopersdip@gmail.com in order that an appropriate investigation can be made. We will not consider any claim or complaint arising from alleged defect or misdescription of the property unless notice is lodged in this manner within 24 hours of arrival at the property. Likewise, any issues or problems that may arise with the property during your stay must be immediately reported to us. A message should be left if the telephone is not immediately answered. This is the quickest way of resolving any problems that might occur. Under no circumstances will we entertain any claims for goodwill payments or compensation for issues or problems that were not reported within 24 hours of arrival or as soon as they occurred.

13. 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.