

Avoncroft Cottage – Terms and Conditions

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

Payment

A deposit of £50 per week or payment in full for a part week is payable when booking. We will send you a confirmation, by email, upon receipt of this deposit. The balance of the cost of the holiday is due 6 weeks before you arrive. 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 holiday if the cottage was 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 for the holiday. Our liability to you would not extend beyond this refund.

Arrival

Your cottage will be ready for you from 3.00pm on the day of your arrival, unless otherwise agreed in advance.

Departure

We strictly require that you vacate your cottage by 10am on the morning of your departure. To assist our cleaners, 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. Any unresolved disputes may be referred to arbitration.

Damage and Breakages

You are responsible for any breakages or damage you or your pets cause to the cottage and its contents; a list of replacement value is available on request. Please report these before you leave.

Web Site and Brochure

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

Dogs

Well-behaved dogs are normally allowed in the cottage and must be declared on the booking form. Please note that dogs are not allowed in the bedrooms or on the lounge furniture, and must not be left in the cottages alone. You are responsible for the costs of all damage caused by your pets.

Smoking

Avoncroft cottage is strictly **NO SMOKING**. Anyone found smoking in the cottage will be asked to desist, any further infringement and you will be asked to leave with no refund.

Vehicles

There is off street parking for up to 3 cars and there is adequate space for additional cars on the street opposite. Cars parked at their owners risk. Cars must not be parked near to the farm entrance next to the cottage.