

Blue Glass Cottages Terms & Conditions of Booking

1. Booking

When you make a booking you enter into a legal contract with us on these Terms & Conditions. You must be over 18 years of age and a member of the party intending to occupy the cottage. You are ultimately responsible for all members of your party, but when we refer to “you” below we mean you and each member of your party individually and collectively. We reserve the right not to accept bookings from groups of single persons under the age of 25, and any stag or hen parties.

2. Booking Fee

2.1 **Reservation :** A deposit of 50% of the booking fee secures your booking period.

2.2 **Confirmed Booking :** The balance of 50% of the booking fee is payable two months before the first day of the booking period. If a booking is made less than two months before the holiday is due to start, the full booking fee will be charged.

2.3 We will send you our bank details for transfer. All payments must be received in cleared funds in time.

2.4 We reserve the right at any time to correct any booking fee errors on the website or in our calculations and to charge you the correct fee. We will notify you as soon as we discover the error.

3. Cancellation

3.1 We are entitled to cancel your booking if the balance is not received two months before your booking period and to retain your deposit without notice or obligation to you. We are not responsible for sending you reminders.

3.2 If for any reason you cancel your booking you will still be liable for the full booking fee. We will try to relet your booking period and if this is possible we will reimburse you 50% of the booking fee. We strongly recommend that you take out third party holiday cancellation insurance as a safeguard.

4. Times of Arrival & Departure

Arrival time is from **3pm** and departure time is **10am** unless we tell you otherwise. Weekly lettings start and finish on a Friday unless we agree otherwise. A weekend booking is for a stay of up to 3 nights over a weekend or 4 nights midweek.

5. Your Obligations

You agree to :-

5.1 take good care of the property and leave it in a clean and tidy condition at the end of the holiday;

5.2 to observe our strict no smoking policy inside and around the property;

5.3 pay for any breakages, losses or damages to the property and its contents caused by you or a member of your party;

5.3 not to exceed the total number of guests stipulated in the property description;

5.4 to be considerate to our neighbours and not cause an annoyance or become a nuisance;

5.5 permit us reasonable access to the property during your stay.

6. Pets

We welcome by prior agreement one well behaved dog and for an additional charge a second dog.. By bringing your dog into the property you agree to act as are a responsible dog owner and observe our house rules. Pets must be kept under control at all times, not permitted to foul in the garden, kept out of bedrooms and off the furniture and never left unattended. You are responsible and for clearing up and removing all traces of your pet by departure and you are responsible for paying for any damage, repair, replacements and extra cleaning caused by your pet.

7. What We Provide Included In the Booking Fee

7.1 Linen

We provide bed linen (sheets, pillowcases, duvet covers), hand towels, tea towels, bath mats and oven gloves). We do not provide bath towels for Bridge End, so please bring your own. The floors are largely wooden or stone so you are advised to bring house slippers.

7.2 Fuel & power

For Bridge End we provide logs for the open fire but for Sandy Cottage only the initial supply of logs. You will need to top up with firelighters and kindling. Gas and electricity should be used reasonably. We take regular readings and we reserve the right to charge for any excessive use.

7.3 Property Description

We make every effort to ensure that information given on the website and in other literature is as accurate as possible, but we reserve the right to make changes to the properties.

8. Reporting Household Incidents/ Accidents / Breakages & Complaints

8.1 Reporting Obligations

You must report any of the following to us immediately:

emergency eg smell of gas, fire, broken window, any matter of health or safety;
any damage is found on arrival;
any matter which interferes with your enjoyment of the property ;
breakages or damage caused by you (see 8.2 below);
any matter you think we should know about;

We need to know of any emergency so we can act immediately. For any non-urgent matter we would much rather take immediate action to put any problem right than hear about it after your holiday when nothing can be done. *An unreported incident is an unresolved one.*

8.2 Security Deposit / Breakages

We reserve the right to ask you to pay a Security Deposit at the time of booking. If paid this will be held to cover any costs of repairs, replacements or additional cleaning charges if the property is left in an unsatisfactory condition. The Security Deposit usually covers all breakages/damages/losses but you will be liable for any cost incurred over and above the Security Deposit limit. If there are no such costs, the Security Deposit will be refunded within 28 days of the end of the holiday.

In any event you are obliged to keep the Property and all furniture, utensils, equipment, fixtures and fittings in or on the Property in the same state of repair and condition as at the commencement of the holiday and to ensure that at the end of the holiday the Property is left in the same state of order and cleanliness in which it was found. You must report as soon as possible to us any breakages or damage caused by you during the holiday and to reimburse us with the cost of replacement. We reserve the right to levy an additional charge and /or make a claim against you for repair or loss as a result of damage caused by you, and for any extra cleaning required after your occupancy, and for any other consequential loss.

8.3 Complaints

You must notify us of any complaint immediately so that we can take whatever action is needed. If any complaint is not dealt with to your satisfaction then you must tell us so that we have the chance to put things right. No compensation will be made for complaints made after the tenancy has ended. A complaint means a matter that from a reasonable point of view materially interferes with your enjoyment of the property.

9. Limitation of Liability

9.1 If for any reason beyond our owner control (e.g. fire damage), the property is not available on the date booked all payments will be refunded in full but you shall have no further claim.

9.2 We will not be liable for any accident, damage, loss, injury expense or inconvenience, whether to person or property, which you or any other person may suffer or incur arising out of the property except to the extent that it is proved we owe you a statutory duty for personal injury.

10. Termination

We reserve the right to terminate your stay without compensation if you or any member of your party is proved or suspected to be in breach of any of these Terms and Conditions in which case you must vacate the property immediately leaving it clean and tidy as described above.