

## Carpenter's Tinney Cottages Booking Conditions

- 1. RESERVATIONS.** Provisional bookings will be held for a short period of time. A reservation will only become a booking once we have received a booking form, confirmed availability and received a deposit. (25% of the total cost of the holiday). No contract is made until this has been completed.  
Guests may only occupy the property for the holiday dates stated and agreed to at the time the booking is confirmed. No reduction will be made for temporary absence or premature departure from the original dates booked.
- 2. BALANCE.** The balance of any booking is to be paid 6 weeks prior to the start of your holiday, or at the time of booking if within this period.
- 3. ARRIVAL / DEPARTURE TIME.** Your cottage will be ready from 4.00 pm on your arrival day and you will need to vacate the cottage promptly by 10.00 am on your departure. (A good idea is to aim for 9.30am so that you leave by 10.00am).
- 4. OCCUPANTS.** Only the named guests and number of people specified on the booking form may occupy the accommodation.
- 5. CARE OF THE PROPERTY.** The hirer will take good care of the accommodation, and will leave the cottage in the same state of cleanliness and general order in which it was found on arrival. (Cleaning materials, Hoover etc. are in each cottage). All personal waste must be removed from the property at the end of the stay.
- 6. CANCELLATION.** If you should have to cancel your holiday, please inform us as soon as possible and send confirmation of cancellation in writing. In the event of a cancellation you will still be liable to pay the total amount due. However if we manage to re-let the cottage 75% of the total price will be refunded. We advise you take out holiday cancellation insurance.
- 7. HOLIDAY INSURANCE.** We recommend you take out your own private holiday insurance. We will not be held responsible for any personal injury or loss/damage to personal belongings or vehicles while staying at the cottages.
- 8. LIABILITY.** The hirer is responsible for all members of the party.  
If there is any damage or breakages to the property or its contents, the hirer is responsible to report them to us and will need to cover the cost if requested to do so. Please inform us, preferably before the end of your stay or ASAP.  
We advise you have adequate Insurance.  
Behaviour, if you or any member of your party causes a nuisance of themselves, causes offence or danger to others or risks damage to others property or fail to observe the booking conditions, we reserve the right to ask you to vacate the property. If these circumstances occur the booking is terminated, without any compensation being payable to you.
- 9. UNFORESEEN CIRCUMSTANCES.** We reserve the right to cancel a booking already made if the property becomes unavailable through circumstances beyond our control. Full monies will be refunded but we shall be under no further liability.

- 10. NO SMOKING.** Strictly no smoking is allowed in the cottages. You are welcome to smoke outside.
- 11. SUPERVISION OF CHILDREN.** Children must be supervised at all times while in the garden and when using the play equipment. Please note for safety reasons children are not allowed to access the fields without an adult. (Pond and River are accessible).
- 12. PETS .**We will allow a small/medium dog by prior arrangement, we will sometimes allow 2 small dogs, but this will be at our discretion. If you have a slightly larger dog and are not going to have full occupancy we may still be able to accommodate you. Your dog is part of your family and must not be left unattended at anytime. They must be kept on a lead and only allowed to run free in the designated area. Flea & worm treatments must be up to date and you must clean up after your dog. Please make sure your dog does not disturb other guests or our livestock.
- 13. ELECTRICITY SUPPLY.** Electric and heating is by meter reading. The first £10.00 is included in the cost of your holiday. Any additional electric used is to be paid for at the end of your stay.
- 14. HOT TUBS & SWIMMING POOL.** Rules for the hot tubs & pool must be followed at all times. The private hot tubs are for use by everyone over 6 years of age and named on the booking form. Please note for health and safety reasons no one under the age of 6 years is permitted to use the hot tubs.  
You must shower before using your hot tub or the pool and to help prevent bacteria transfer please do not go from one unit to another without showering in between. Bacteria from bodily functions, sand, salt water, sun cream, body lotion, sweat etc. destroys the chemicals that are used to keep the units clean. Self-tan products are a problem, so if you wish to use a hot tub or the pool please avoid using these products while staying with us. Fragrance oils are also prohibited from being use in our hot tubs as they make the unit very slippery and dangerous.  
Not showering / washing will reduce the effectiveness of the filtration system, the hot tub or pool would then need to be closed for extra maintenance.  
If extra maintenance is required for your hot tub and it does not rectify the problem to an acceptable standard the unit will be shut down and unavailable to you to use for the rest of your stay. Your health is important, dirty water breeds bacteria at a high temperatures making the water unsafe to use. There will be no refund to yourselves as clean bathing has not been followed. (If this is the case you will be informed).  
Due to daily maintenance do not use the private hot tubs or pool outside of the stated times. Regular water checks are carried out and chemicals are added when needed.  
If we find you have caused damage to your hot tub it will be shut down and no refund given, you will be required to cover the costs of the repairs.  
If damage is found on the pool it will also be closed until it is confirmed who caused the damage, and they have agreed to pay for the repairs. Please note if the pool is damaged you affect other guests holidays. If we have to refund other guests you will be liable to cover these costs as well.  
The private hot tubs and pool are extra facilities that you pay for in addition to your accommodation. If a private hot tub or the pool is unavailable for use due to extensive maintenance or repairs no reduction will be made to the cost of your accommodation.