

Berepper Barns Holiday Cottages

Terms & Conditions

Contract - A contract between you and the owners will come into existence when we receive payment, and accept your booking by issuing a confirmation of booking. Failure to disclose all relevant information, or comply with these terms may lead to termination of the contract & loss of the booking. A non-refundable deposit of 30% of the holiday price is payable at the time of booking. Bookings made less than six weeks before your arrival date must be accompanied by the full amount of the holiday charge. The balance must be paid so as to arrive no later than six weeks before the commencement of your holiday. If the balance is not received by the due date then your holiday will be treated as a cancellation and the client will remain liable to pay the balance of the rent.

Bookings cannot be accepted from persons under eighteen years of age.

We (the owner) reserve the right to refuse a booking without giving any reason.

The client may in no circumstance re-let or sublet the property, even free of charge.

There will be a charge for additional guests, over the maximum number of guests for your cottage, of £50 per night per person. Cottage 2 maximum is 4 guests, Cottage 1 maximum is 2 guests.

Cancellations - All cancellations must be immediately notified in writing. If you cancel your holiday more than 6 weeks before you will receive a full refund. If you cancel less than 6 weeks prior to the holiday then the deposit is not refundable. If you cancel within 1 week prior to the holiday the cost of the entire booking is not refundable, unless there are extraordinary circumstances (if we are able to resell the dates booked, we will give you a full refund). We strongly advise that you take out comprehensive travel insurance. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation. Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.

Check in/ out - Tenancies normally commence at 4pm unless otherwise agreed, and guests are required to vacate the cottage by 10am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests. We will do everything in our power to allow early check in or late check out if requested, but it is not guaranteed.

Smoking - Smoking anywhere on the premises will result in immediate termination of occupancy, and forfeiture of all payments. This must be strictly adhered to, and any damage or extra cleaning caused by smoking will be at the expense of you.

Dogs – A maximum of 2 dogs are allowed and welcomed in our property. Please keep dogs out of the bedrooms and off the bed, and they must be supervised at all times. Please do not leave dogs unattended during your stay. Any damage or extra cleaning caused by dogs will be at the expense of you. Dogs are not permitted to foul in the courtyard, and **MUST** be taken off the premises first thing and last thing at night for their toilet needs. There is a bin at the end of the lane opposite the Barns parking. Dogs must be supervised within the courtyard at all times, do not allow them to jump onto the flower beds, walls, and other guests, not all our guests are dog friendly and this is a shared space.

Damage to property – Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in your accommodation, please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you could advise us before you leave so we can fix it for the next guests. Glasses get broken regularly and can be easily replaced, just let us know.

The accommodation will be inspected at the end of the holiday & you may be charged for any extreme loss or damage found. The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition. We or our representative reserve the right to enter the apartment at any time to undertake essential maintenance or for inspection purposes (full notice will be given beforehand).

WiFi -The internet connection is available (at no extra cost) subject to technical availability. Usually it is very fast and reliable.

Equipment - The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building. All

inventories must remain in the property it was in on arrival, and not be taken to another property.

Children - Children under 18 must be supervised by their parents/guardians at all times. Children under the age of 3 years old, who sleep in a cot, are not liable for additional £50 nightly charge if over maximum number of guests for your cottage. A cot and other items can be supplied but you are responsible of ensuring they are correctly put up, clean and safe.

Complaints - We reserve the right to terminate a holiday without compensation, where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others. Any problem or complaint which the client may have, concerning their holiday, must be immediately reported directly to us and we will endeavour to put matters right. Any complaints not reported to us at the time, and only reported after the client has returned from holiday, will not be considered by the proprietor.

We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

This property is privately owned and is part of our home. We expect all guests to enjoy the facilities, and treat the property with the same respect that they would their own house. These terms and conditions apply to Berepper Barns, Gunwalloe TR12 7PZ