

Badgers' Sett Holiday Cottages

Terms and Conditions

Reservations can be made by phone, online, e-mail or letter. A booking form can be completed online, downloaded or we will forward to the customer. A Completed booking form along with deposit must be received within 7 days (2 days if the holiday start is within 6 weeks) of initial reservation date in order for the holiday to be considered as booked; otherwise the reservation will be considered as no longer valid and will return to being available. Please note, no all male or all female parties will be accepted.

An advance deposit of 25% of total rental (non-refundable) and a completed booking form are required for the reservation to become booked. Reservations become booked on written confirmation of receipt of the deposit and booking form.

The balance of the total rental cost must be paid in full at least 6 weeks prior to commencement of holiday. Failure to send the balance payment by the due date may be viewed as the customer cancelling the holiday. Under such circumstances, the deposit will not be refunded.

If you cancel your booking you must immediately notify us 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 accommodation, 75% of the total price will be returned. You are advised to take out cancellation insurance to cover this eventuality.

The cottages are available after 3:00 p.m. on day of arrival. Accommodation in the cottages is restricted to the persons stated on the booking form.

Departure. Cottages are to be vacated by 10.00 a.m. on day of departure. Customers are responsible for keeping and leaving the cottage in a clean, tidy condition and in the same state of cleanliness and general order in which it was found. All personal waste must be removed from the property.

Charges will be made for additional cleaning, damage and breakages.

A Security deposit may be requested at the time of booking. Re-payment of any security deposit less deductions for cleaning, breakages or damage will be made within 14 days of the end of the holiday.

Dogs including Assistance dogs may only be brought onto the premises with the written consent of the owners. Only the pet agreed at the time of booking will be allowed on the premises. Pets will only be accepted on the strict understanding that they are kept under control, regularly exercised and are not left alone on the premises at any time. Customers bringing pets onto the premises must ensure that their pets cause no disturbance in the surrounding area. Pets must not be permitted into bedrooms or onto furniture. We may request, for the comfort of other customers that exercise be taken off site. Flea treatments must be up to date and pet owners must clean up after their pet, including in the garden and outside areas. Please note that outside areas are not secure. An additional cost, stated at the time of booking, will be charged. There will be no charge for assistance dogs.

Price & Description Changes. Badgers Sett Holiday Cottages reserve the right to amend prices and descriptions. If a change of price occurs due to errors or omissions the Customer will be advised as soon as possible and before the booking is confirmed. During this period the Customer shall be able to cancel the booking if the amended price is significantly higher than the original price quoted. Price changes will not be applied to confirmed bookings. We will endeavour to advise Customers of any material changes to descriptions as soon as possible.

Behaviour It is your responsibility to ensure that you and the members of your party do not behave in a way which causes offence or danger to others or which risks damage to property belonging to others. In such circumstances Badgers Sett Holiday Cottages has the right to terminate the booking and there will be no refunds, no payment of compensation and no reimbursement of any cost or expenses you may incur as a result.

Customers may not smoke anywhere in the premises.

Under no circumstances must any furniture or equipment for use inside the property, be moved outside.

General

We shall make every effort to rectify any faults or make repairs to equipment or services as soon as possible, should the need arise. We cannot however, be held responsible for any such breakdowns or loss.

If for any reason beyond the owners' control (e.g. fire, flood damage) the property is not available for the date of the holiday booked or the property becomes unsuitable for holiday letting (including if the property is sold and we are unable to transfer your reservation to the new owner), all rent and charges paid in advance by the customer will be refunded in full. The customer shall have no further claim against the owners.

The owners shall have reasonable access to the property at all times.

We cannot accept liability for injury or loss of life to any person within the premises. Neither can we accept liability for loss or damage to any property or vehicle brought onto the premises. We recommend that the customer takes out their own private insurance as required.

We are not registered for VAT and therefore there will be no associated charges.

Badgers Sett Holiday Cottages are let as "Holiday Lets" as defined in the Housing Act 1988. Guests may occupy the property only for a holiday as agreed when a booking is confirmed