

# Booking Terms and Conditions

## **A warm welcome awaits you at Maycroft Cottage Bookings**

All Bookings whether made verbally, by telephone, email or in writing are a "legal contractual obligation". Persons that make a booking and do not turn up will be charged for the entire length of stay for the room/s booked. These charges, if unpaid can (at the discretion of the proprietors) be legitimately pursued and upheld through the County Court. All subsequential costs arising from such action can also be claimed. By making your booking, our agreement is as stated above, a legal contract and your deposit (if made) is non returnable. If for any reason you cannot take your booking and we cannot re-let, you are still liable to pay for the booking in full. If we do succeed in re-letting your room/s, you are no longer liable for the balance, or we will refund it to you if you have already paid, less a 15% administration fee.

## **Cancellation**

Notice of Cancellation of bookings is required 7 days prior to date of arrival to avoid charges. For your own peace of minds we strongly recommend bookings be cancelled in writing (letter/email/fax) quoting your Booking Reference Number Please note that your deposit is not refundable under any circumstances. We would recommend that you take out cancellation insurance to cover this cost

## **Non-availability**

If in the event we had to cancel and your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the booked accommodation. Our liability would not extend beyond this refund.

## **Pets**

Sorry, we do not allow pets at this property. Registered assisted dogs are exempt from this ruling

## **Acceptance of Children**

We only accept children aged 8 years and over, unless otherwise agreed at time of booking. In accordance with Health & Safety Regulations, Fire Regulations and other regulations, all children must be fully supervised by a responsible adult at all times whilst on the premises. Children must not be left unsupervised at any time and no responsibility can be accepted by the owners. It is expected that children's conduct will be supervised whilst dining in order to safeguard other guests from any disturbance. Additionally, any breakages or damages will be charged for.

## **Arrival**

Your accommodation will be available to you from 4pm (1600hours) on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time. All guests are responsible for the safe keeping and security of their issued keys.

## **Late arrival procedure**

Please ensure you contact us no later than 6.30pm (1830hours) to let us know if you

will be arriving late. Failure to notify us may result in the room being re-let or the full cost of the room being charged.

### **Departure**

Please be ready to leave the accommodation by (10am 1000hours) on the day of departure, unless otherwise arranged. We will provide you with an invoice, payable on departure for any additional services you may have used during your stay.

### **Damages and Breakages Excess Cleaning**

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of £100.00 if you did not report this. A standing charge of £50.00 will be made for lost or mislaid keys in order to pay for cost of replacing door locks and cutting additional keys.

**Liability** We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

**Privacy Policy** It is a legal requirement that you provide your full name and address when registering. We may also request proof of identity upon arrival. None of your personal details are kept on a data base or given to any other parties, at any time.