

BOOKING TERMS AND CONDITIONS

1. Strictly no pets allowed in the Cottages.
2. Our Cottages are strictly non-smoking.
3. A non-refundable deposit of one third of the total cost is payable. For bookings made more than six weeks before arrival a deposit of one third of the total cost is payable at time of reservation to confirm the booking, the balance is to be paid no less than six weeks before commencement of the booking. For bookings made less than four weeks before arrival, the full amount is payable on booking. Cheques should be made payable to Woodlands Holiday Cottages or telephone 01263 823802 if wishing to pay by Debit or Credit Card.
4. Failure to pay by the due date may be treated as a cancellation of your booking and we will be entitled to re-let the property.
5. Bookings cancelled less than six weeks before date of arrival must pay the full balance.
6. Reservations run from 4p.m. on the day of arrival to 10a.m. on the day of departure.
7. Your personal belongings are your own responsibility during your stay in the Cottage.
8. Cars are parked at the owners risk and no responsibility can be accepted for loss or damage to vehicles or their contents.
9. The owners regret that they cannot be held responsible for any accident that occurs whilst on the premises.
10. Supervision of all children is the responsibility of the parents/guardians. The owners regret that they cannot be held responsible for your children, their behaviour or any accidents that occur during your stay.
11. Under no circumstances are visitors to exceed the number of people allowed to stay in the accommodation. Bed linen except cot linen is provided.
12. Towels are provided. These are for use while at the property. Please provide your own beach/ swimming towels.



**WOODLANDS HOLIDAY
COTTAGES**

14. Heating and electric is included in the rental
15. All damage and breakages to the property or its contents must be reported to the owner as soon as possible. The owner or his agent will repair the damage as soon as practical. Damage or breakage caused by act or omission of the hirer or persons attending the property at the hirer's invitation must be repaired or replaced by the hirer at the hirer's expense or paid for by the hirer within 7 days of the cost of repair or replacement being determined and notified to the hirer.
16. No more than the maximum number of persons may occupy a property (Malting House, 8 people and Hayshed—10 people). If this condition or a condition of no single sex parties (where applicable) is not observed, the owners reserve the right to refuse admittance due to non-compliance with this condition.
17. The hirer is responsible for the property and is expected to take all reasonable care of it. All equipment, utensils etc, must be left clean and the property must be left clean and tidy at the end of the hire period.
18. We request noise be kept to a minimum between the hours of 10.30p.m. and 7a.m.
19. If the hirer is not entirely satisfied with the accommodation offered, they must contact the owner immediately Mr Wright on 07500600608 or Woodlands Reception on 01263 823802 or e-mail info@woodlandsholidaycottages.co.uk and attempt to resolve the problem.
20. The hirer shall be entitled to occupy the property for holiday purposes only and this agreement shall not confer on the hirer any security of tenure within the terms of the Housing Act 1988 pursuant to which the occupation shall be deemed to be by the way of excluding tenancy.
21. The property owner reserves the right to refuse any booking without explanation.
22. We advise that you take out personal holiday insurance.
23. On arrival keys can be collected from the key safe. We ask that you return the keys to the safe each and every time you leave the property. A key safe code will be provided near to the date of your stay.
24. Cots and highchairs are available on request.
25. Hire of Hot Tub. The use of the hot tub is at your own risk. All children should be supervised at all times when using the hot tub.
21. Your membership card from the Holiday Cottage must be produced at the Woodlands Leisure Club Reception in order to receive free swim entry.
22. Lost property will be held for a maximum of three months, after which time it will be donated to charity or thrown away. We cannot be held responsible for items reported lost which cannot be located.
23. Data protection. Woodlands holiday Cottages complies with EU data protection requirements. Our privacy policy can be viewed on our website at www.woodlandsholidaycottages.co.uk