

Dog Rose Cottage - Booking Terms and Conditions

Thank you for choosing to book Dog Rose Cottage. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Prices

The price of the accommodation includes the following:
Bed linen, towels, electricity, cleaning, heating, EV charging and hot water.

Smoking

The cottage is strictly non-smoking throughout.

Cancellation and Insurance

By making your booking, our agreement is a legal contract and your deposit is non-refundable. If you cancel your holiday (which must be put in writing) and the booking cannot be re-let, you are still liable to pay for the booking in full, even if we have not yet received your balance. Non- receipt of any outstanding balance of your holiday when due will be regarded as a cancellation.

If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it.

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 of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

Arrival

Your accommodation will be available to you from 3pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time, as we will be busy preparing the cottage.

Departure

Please be ready to leave the accommodation by 10am on the day of departure, unless otherwise arranged.

Damages and Breakages

Please take care when staying in our cottage. You are responsible and liable for any breakages or damages, which you, your pet or visitors 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 up to £50 if you did not report this.

Additional cleaning expenses

You are responsible for leaving the cottage in a clean and tidy condition. In the unlikely event that we are required to incur additional cleaning costs, we may require you to reimburse any additional cleaning costs incurred.

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

Any data collected during the course of this booking will be stored on our computer(s) and/or in our personal manual filing system. With your permission we may from time to time contact you about promotions and offers – if you would prefer this not to happen then please let us know. We will not share your details with any third party.