

TERMS & CONDITIONS OF THE BOOKING

Please read these terms and conditions below before signing the declaration on the previous page – should you not understand anything please call us.

- 1. BOOKING PERIODS:** From 15.00 Saturday to 10.00 Saturday – short breaks by arrangement. Booking by telephone must be confirmed using the booking form.
- 2. CHARGES & TERMS:** A telephone booking must be accompanied by a 30% non-returnable deposit. A damage deposit is payable upon request, refunded upon the satisfactory completion of the rental period. Breakages are charged at our discretion. The full cost of the holiday is payable 56 days before arrival. 50% of the full hire charge is due if the holiday is cancelled before full payment and the full hire charge, when paid is non-refundable.

We will use our reasonable endeavours to re-let cottages following cancellation and the net value of the re-letting will be credited against all cancellation charges.

We firmly recommend Cancellation Insurance. Please ask for details.

We reserve the right to ourselves to cancel any booking after giving notice to you in the event that we are unable to let the accommodation booked for reasons beyond our reasonable control or in circumstances such that we believe the accommodation is unsuitable. In these circumstances we will endeavour to offer you alternative accommodation.

- 3. PAYMENT:** Payment should be made by cheque payable to Aish Cross Holiday Cottages, Credit Card or Credit Bank Transfers to NatWest Bank, 108 Union Street, Torquay. Account No. 74757024, Sort Code 55-70-01 – notification of transfer must be given. Payments from overseas by Eurocheque will incur a bank clearing charge, although BACS transfers may be made into our Euro Account (details on the booking form).
- 4. GROUP BOOKINGS:** We reserve the right to refuse group bookings or other persons who in our opinion are unsuitable for the accommodation.
- 5. NO OF PERSONS:** The number of persons allowed in each cottage is as shown in the brochure or on the website. Babies in cots are allowed in addition. You must satisfy yourselves that the accommodation offered will meet your requirements and we make no representations regarding suitability for more than the specified occupancy.
- 6. KEYS:** The keys will be the responsibility of the hirer during their stay and any costs incurred through loss, damage, loss of access to the property or keys not being returned will be charged to the client in full.
- 7. COT, HIGH CHAIRS & STAIRGATES:** These are all available on request free of charge.
- 8. PETS:** Up to a maximum of two dogs are usually welcome. All dogs must be kept on a lead in the vicinity of the house, cottages and footpaths. You are required to clean up any mess for which your pet is responsible. Dogs are chargeable as stated in our Tariff payable on departure. The Country Code must be followed particularly at lambing time and pets are not allowed on the beds or chairs. Pets must not be left unattended in the cottages at any time.
- 9. CARS:** There is ample uncovered parking, security lit at night.
- 10. BED LINEN & TOWELS:** All bed linen, tea towels and personal towels are included in the holiday price, but no bedding is provided for cots. At least one hair drier is provided.
- 11. ELECTRICITY & GAS:** Included in the hire charge.
- 12. LOGS:** There are log burning stoves. Logs are provided free of charge.
- 13. LAUNDRY:** We have a laundry room which you are welcome to use free of charge.
- 14. LIABILITY:** Care must be taken by all guests at times. We do not accept responsibility for any damage to or loss of guests' property, cars or contents and you agree to indemnity and hold us harmless from and against all actions, proceedings and claims (including reasonable legal fees incurred in defending the same) arising from your acts or omissions (and those in your party) whilst on our premises.
- 15. SMOKING:** For the benefit of all guests, we ask patrons not to smoke on the premises.

16. **ACCESS STATEMENTS:** Access Statements are available for each property and can be downloaded from our website.
17. **DATA PROTECTION:** Data Privacy Statement: We treat any data collected during the course of making bookings or dealing with enquiries in strict confidence. Your data will never be sold. As members of Premier Cottages (a marketing collective of the best four and five star cottages in the UK) we have agreed to supply to Premier Cottages Ltd the names, postal and email addresses of all guests booking with us or proposing to book with us during the previous year, in order that these guests/potential guests may be sent a Premier Cottages brochure and sent promotional emails from time to time. By accepting these terms and conditions you are indicating your consent to receiving these communications from us unless you let us know otherwise, which you can do at the point of booking by ticking the Marketing Notes box in the extras section. If at any time you would like your details removed from this list all you need do is to click the unsubscribe link on any of the emails or contact us on info@aishcross.co.uk and we will arrange for you to be removed from the mailing list.