**Terms and Conditions**

Please read our booking terms and conditions and ensure you fully understand them as they will be deemed as accepted by you and come into effect as set out below.

Please contact us if you are unclear on any points in order that we can explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions:

1. A contract between you and the owner will come into existence when the deposit or full payment is received, and a booking confirmation is issued showing the confirmed holiday dates.
2. The deposit/full payment must be paid within 3 days of the booking being placed. The lead person must be aged 18 years or older.
3. The contract binds you (the lead booker) & all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
4. We require the names, ages, and contact details of all guests.
5. A 25% deposit of the holiday cost is payable at the time of booking.
6. Bookings made less than sixty days before your arrival date to be paid in full.
7. Your holiday balance must be paid no later than sixty days before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation.
8. All cancellations must be notified in writing and once received we will confirm the cancellation.
9. The customer remains liable for a percentage of the booking cost when a cancellation is received, as detailed below: -

Number of days before the holiday when cancelled. The % of booking cost payable

1. More than 60 days 5% of the booking cost.
2. 45 to 59 days 40% of the booking cost.
3. 30 to 44 days 50% of the booking cost.
4. 15 to 29 days 75% of the booking cost.
5. 3 to 14 days 90% of the booking cost.
6. 0 to 2 days 100% of the booking cost.
7. If we are successful in getting a replacement booking, we will refund the total amount paid less a 5% booking fee and any difference in price between your original and the replacement booking.
8. We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
9. If your booking is cancelled due to circumstances beyond our control, we will notify you of the cancellation and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.
10. If our property must close due to government restrictions or your address is put into local/regional lockdown for your holiday dates and you are unable to travel, you will be refunded in full.
11. If the contract is affected or prevented by a Force Majeure Event (please see definition below), we may, at our sole discretion, offer you:
12. An alternative holiday date; or
13. a full refund; or
14. An alternative solution as we consider appropriate regarding the circumstances.

*A Force Majeure Event includes any of the following circumstances which may affect the contract.*

1. *acts of God, flood, drought, earthquake, or other natural disaster.*
2. *epidemic or pandemic.*
3. *terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off diplomatic relations.*
4. *nuclear, chemical, or biological contamination or sonic boom.*
5. *any law or any action taken by a government or public authority, including without limitation imposing a restriction, prohibition, or failing to grant a necessary licence or consent.*
6. *collapse of buildings, fire, explosion, or accident.*
7. *any labour or trade dispute, strikes, industrial action or lockouts.*
8. *non-performance by suppliers or subcontractors; and*
9. *interruption or failure of utility service.*
10. Covid-19 Lockdown Guarantee.
11. If you are unable to travel to take your holiday because of a national lockdown, or because you are placed into a tier where you are unable to travel, we will guarantee a full refund.
12. The refund guarantee applies only to the address given on the booking at the time of booking being put in a high tier, and when the travel restriction coincides with the period of your holiday.
13. The refund guarantee covers lockdowns and tier restrictions. This does not cover you (or members of your party) for being unable to travel because you (or a member of your party) fall ill with Covid or are required to quarantine or self-isolate. Independent travel insurance policies cover for many of these situations.
14. The maximum number of persons occupying the property must not exceed 8.
15. If you wish to invite additional visitors to visit you during your stay, please ask us first.
16. Please be advised that no extra overnight visitors are allowed to stay at the property.
17. The owner reserves the right to refuse a booking without giving any reason.
18. We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs or for inspection purposes.
19. Tenancies normally commence at 4pm on the arrival date and guests are required to leave the rental by 10am on the day of departure. Failure to do so may result in you being charged a further day’s rental.
20. You must not use the property except for the purpose of a holiday (as mentioned in the Housing Act 1988 Schedule 1 Paragraph 9. - the tenancy granted by this Agreement is not an assured tenancy and no statutory periodic tenancy will arise.)
21. Smoking is not allowed in the property.
22. Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to, and any damage or extra cleaning caused will be at your expense.
23. Candles are not permitted at any of our properties. Their use will invalidate our insurance.
24. You are welcome to use TVs and the apps that are installed; however, we cannot accept any responsibility for misuse of your account after your departure. We would request you disconnect your Netflix, BBC iPlayer etc accounts prior to departure please.
25. Please do not bring and use electrical appliances to the property, other than laptops, tablets, toothbrushes, shavers, and phone chargers, without written permission. Guest appliances have not been PAT tested and could invalidate our insurance.
26. Pets
27. We only allow 1 dog maximum, no other kinds of pets.
28. Please don’t let dogs on the furniture, especially sofas and beds.
29. Guests are responsible for cleaning up after their pets.
30. Please clean muddy dogs using the outside tap and the dog towels provided.
31. Dogs must not be left alone in the property.
32. Please don’t allow dogs upstairs.
33. If the property requires additional cleaning due to excessive dog hair or if dogs have been in the bedrooms, or on a sofa, we will charge a £50 fee to cover the extra cleaning costs.
34. You are responsible for your dog, and you will be charged for any damage caused by your dog.
35. Please dispose of any dog excrement in the bin provided outside in appropriate bags.
36. Damages and Breakages.
37. Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them.
38. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action.
39. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out.
40. The accommodation will be inspected at the end of the holiday & you may be charged for any loss, damage, or extra cleaning costs. These are to be paid for in full within 7 days of notification.
41. Guests are obliged to pay for any losses or damages to the Property caused by a Guest. If it is proven that damage is directly attributable to the Guests, then we reserve the right to reclaim any costs incurred up to the sum of £350 from the card the Customer used to pay the Rental Fees. All damage or breakages must be reported immediately so issues can be put right before the arrival of the next guests.
42. If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result.
43. Please report any damage, destruction, loss, defect or disrepair affecting the Property or items listed on the Inventory as soon as it comes to the attention of the Guest.
44. Please do not move any furniture from one room to another or any of the indoor furniture, furnishings, or bedlinen/towels outside.
45. Please remove shoes before entering the house.
46. Please lock the doors and close the windows when you leave the property unoccupied.
47. Please make sure you switch off lights, heating, air conditioning or any electrical appliances when you go out – we’re an eco-friendly holiday home.
48. Please don’t take any bath towels with you outside the property.
49. A dog towel and bed are provided please only use these for your dog.
50. The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
51. Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
52. The client may in no circumstance re-let or sublet the property.
53. The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.
54. All inventory must remain in the property and not be taken to another property.
55. You are responsible for the supervision of all members of your party under the age of 18 at all times.
56. Please Park your vehicle in the designated parking space, ensuring cars do not block access to other properties.
57. Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
58. The Quaker meeting house is next door and hold meetings throughout the week and Sunday morning, please be mindful of this.
59. We reserve the right to terminate your rental agreement with immediate effect where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort, or health of others. You’ll be asked to leave the property, without any refund of the rental amount paid.
60. Fireworks, Chinese lanterns, firepits, candles and portable BBQs are prohibited.
61. Check-out – (Please check out by 10 am, we would be grateful if you could strip your beds, empty the bins, and clean dirty dishes etc.)
62. If you want to use the services of a third-party supplier (e.g. a chef, beauty treatments) this must be agreed beforehand. If you bring a third-party supplier without consent, we reserve the right to ask them to leave. We do not accept liability for the activities of these third-party suppliers.
63. Wi-Fi – the guest agrees to reasonable and lawful usage.
64. We reserve the right to decline bookings at our discretion. We offer holidays based on accommodation only. We do not offer package holidays.
65. Any problem or complaint must be immediately reported directly to us/our representatives to allow us the opportunity to resolve it.
66. Non-compliance with the house rules will be considered as a breach of the terms and conditions of the rental agreement. We reserve the right to terminate the booking with immediate effect and without a refund if they do not abide by the rules.
67. This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home.
68. Liability.
69. We accept no responsibility for any damage or injury caused by use of the accommodation and any amenities, and such use is at your own risk.
70. The details and prices in the brochure/website may be subject to change.
71. The information given in the brochure and on our website is believed to be correct and true at the time of going to press.
72. We cannot be held responsible for (and cannot accept liability for) issues outside our reasonable control such as breakdown of domestic appliances, plumbing, electrical problems, structural repairs, non-working Wi-fi, poor TV reception, invasion of pests, infestations or damage caused by exceptional weather conditions, or by noise and disturbance resulting from nearby building works, noisy neighbours, or local events etc.

The Guest(s) agrees:

1. To take good care of the Property and leave it in a clean and tidy condition at the end date. A cleaning service is not provided during the Rental Period. If we are dissatisfied with the condition of the Property at the end Date, we reserve the right to refuse or accept subsequent bookings from that Customer.
2. To permit us as owners, reasonable access to the Property at all times without notice.
3. To not part with possession of the Property, or share it, except with Guests identified on the Booking Confirmation.
4. Not to sell or transfer the booking to another party without our prior written consent.
5. To ensure that only the Guests who are identified on the Booking Confirmation occupy the Property. The Customer further agrees that a cot may only be occupied by a child aged 24 months or less.
6. Guests agree that they shall not use a normal domestic power socket to charge an electric or hybrid vehicle as this may cause safety risks and damage to the Property.
7. To ensure that any third-party service providers (e.g. caterers and private chefs) upon our prior agreement, have taken out insurance policies to cover all risks associated with the services they are providing.
8. Other helpful information such as emergency contact details, bin collection days etc. is included in your Guest Information Book at the property.