

## LEIGH COTTAGES : BOOKING TERMS AND CONDITIONS

### BOOKING

No booking shall be deemed to have been made until a booking form and remittance is received and confirmed in writing. If the details on the written confirmation are incorrect then please contact Leigh Cottages immediately.

No booking can be accepted unless accompanied by a non-refundable deposit of the full accommodation charge. The deposit can be paid by personal cheque, debit or credit card over the phone. Please note that credit cards will be subject to a 1 ½ % surcharge.

### PAYMENT

Booking more than 6 weeks in advance of your holiday – to secure your booking we require a deposit of 25% of the accommodation cost. The balance can be paid at any time up to 6 weeks before the start of the holiday. Once confirmation of the booking has been issued by us, you are responsible for the full rental.

Booking within 6 weeks of your holiday – the whole cost is payable on booking.

Booking short break holidays – holiday to be paid for in full at time of booking. In the event of a short notice booking, payment must be made in full by Debit Card, or in cash on arrival before keys are handed over.

### CANCELLATION

If you cancel your booking, you must immediately notify us by telephone and confirm in writing. In cases of cancellation, the deposit is non-refundable. Should the cancellation be within 6 weeks of your arrival date, the full accommodation cost will be payable.

***Leigh Cottages strongly recommend that a holiday cancellation insurance policy is taken out.***

We shall do our best to re-let the cottage, and unless this is successful, you ( the Hirer) remain responsible for the balance of the hire. In the unlikely event of us cancelling your holiday, we will refund your costs in full.

### ARRIVAL / DEPARTURE

Your cottage will be available from 3.00pm on the date of arrival; please let us know if you expect to arrive later than 6.00pm. You are asked to vacate the cottage by 10.00am on the morning of departure.

### CLEANING AND BREAKAGES

You (the Hirer) are asked to leave the accommodation and its contents in a clean and tidy condition on departure. You are legally bound to reimburse us for replacement, repair or extra cleaning costs on demand.. An inventory is provided and the Hirer is required to pay the cost of replacement of broken/lost items, at our discretion. Should you lose your key, you will be liable for the cost of cutting a new one.

### LOSS OR DAMAGES

The Owners do not accept responsibility for loss or damage to the Hirer's personal effects or property whilst staying at Leigh Cottages.

## **LEIGH COTTAGES : GUEST INFORMATION**

### **SMOKING POLICY**

No smoking is allowed inside any of the cottages.

### **FIRE SAFETY**

There is a Fire Safety Notice close to the front/exit door to each cottage, and further information is provided in the Information Folder. Guests are asked to read this and familiarise themselves with the emergency procedure in case of fire, and with the location of the Fire Assembly Point on the Visitors Car Park.

### **DOG POLICY**

We welcome well-behaved dogs and well-trained owners! However, not all our cottages accommodate dogs; please ask at the time of booking.

No more than 2 dogs are allowed in one cottage, and dogs must not be left in the cottage unattended. Dog owners are asked to provide their own baskets and bedding for their dogs, and are requested not to allow dogs onto soft furnishings or onto beds. Dog towels are provided free of charge by Leigh Cottages and you are asked to ensure muddy paws are cleaned off before entering the accommodation. There is an outside tap by the Laundry/Reception area where dogs can be washed down if necessary.

You are asked to keep your dog on a lead whilst at The Leighs, to clear up after your dog when necessary, and to exercise your dog off site; the adjacent paddocks belonging to the Donkey Sanctuary can be walked in at any time, and dog bins and bags are provided there. We expect dog owners to be responsible for their pets at all times and to respect the peace and relaxation of other guests on site, especially when there are children present in the school holidays.

### **BED LINEN AND TOWELS**

Bed linen, guest towels and tea towels are provided. Parents bringing travel cots, or using our cot, are asked to provide their own cot linen. Extra beds (put-u-up type) are £ 15 per person per stay.

### **COTS AND HIGHCHAIRS**

A dropside Cot and a Highchair are available free of charge; please state on the booking form if you wish to use either of these.

### **ELECTRICITY**

Electricity is payable at the end of your stay by meter reading, at cost. Typically, this can vary from £10 to £25 per week, depending on time of year/ usage/ size of cottage. The initial meter reading and unit cost is stated on your information folder in the cottage.

### **LAUNDRY**

There are two washing machines and one tumble dryer on site. Liquid laundry wash or tablets, and fabric conditioner are provided and we operate an 'honesty box' system, charges shown on the board. We only use non-biological products as we do not have mains drainage, and biological detergents can upset the balance of the septic tank.

### **RECYCLING POLICY**

Guests are asked to follow Devon's recycling policy where possible. We kindly ask you to separate your rubbish for disposal – glass, paper, tins, aluminium drink cans, plastic bottles – and to use our Recycling Area as indicated. Organic (food) waste can go into the kitchen wastebin or landfill bin.

### **TOURIST INFORMATION / GAMES / BBQ**

We have a well-stocked brochure and map area in the Laundry Room, with information on local places of interest, recommended places to eat and drink, things to do, local walks, bus timetables etc. We also keep a good supply of paperback books, magazines, indoor/outdoor games, and DVDs which guests are welcome to borrow. A portable gas BBQ is available on request.