

## **LEIGH COTTAGES: TERMS AND CONDITIONS / GUEST INFORMATION**

### **BOOKING**

Leigh Cottages organises the bookings and servicing of 5 privately owned self-catering cottages. No booking can be accepted or confirmed unless accompanied by either a non-refundable deposit against the full accommodation charge or full payment. The deposit can be paid by personal cheque or direct bank transfer, or by debit / credit card over the phone. Cheques made out to 'Leigh Cottages' should be sent to: The Leighs, Weston, Sidmouth, Devon EX10 0PH.

Card payments by phone to: 01395 516065. Bank details for online payments: Santander Bank, Sort Code: 09-01-29. Account no. 08134079.

### **CONFIRMATION OF BOOKING**

All bookings will be confirmed by email or letter on payment of deposit, together with full details of the accommodation reserved, and the balance remaining (where applicable).

### **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. If the booking is within 6 weeks of your holiday, then the total cost is due.

### **SHORT BREAKS**

Booking short break holidays (of less than 7 days) – 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 /credit card, or paid 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 by letter or email. In cases of cancellation, the deposit is (normally) non-refundable. Should the cancellation be within 6 weeks of your arrival date, the full accommodation cost will be payable. 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. We will try to transfer the booking to a later date if this is acceptable to both parties. In the unlikely event of us cancelling your holiday, we will refund your costs in full.

### **ARRIVAL / DEPARTURE**

Your cottage will be available from 3.30pm 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. Out of the main holiday season, we can usually be more flexible on arrival and departure times.

### **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. 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 in their cottage.

### **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 to familiarise themselves with the emergency procedures in case of fire, and to locate the Fire Assembly Point on the Visitors' Car Park.

## **DOG POLICY**

We welcome well-behaved dogs and well-trained owners! 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 subject to it being turned off in cold weather.

You are asked to keep your dog on a lead whilst at on site, 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 summer.

## **BED LINEN**

Bed linen, guest towels (2 per person) and tea towels are provided. Parents bringing a travel cot, or using a cot provided by us, are asked to provide their own cot linen.

## **COTS AND HIGHCHAIRS AND PUT-U-UP BEDS**

A cot and/or highchair or Put-u-up bed can be supplied by us for a small charge (subject to availability) but must be reserved at the time of booking.

## **ELECTRICITY**

Electricity is included in the holiday costs.

## **LAUNDRY / FREEZER**

There are two washing machines and one tumble dryer on site. Laundry tablets, and fabric conditioner are provided and we operate an 'honesty box' system. We only use non-biological products as we do not have mains drainage, and biological detergents can upset the balance of the septic tank. There is also a chest freezer available for guests' use in the laundry area.

## **RECYCLING POLICY**

Guests are asked to respect 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 the wheelly bins provided. Organic (food) waste should be treated as landfill to avoid mixing with recyclable items.

## **TOURIST INFORMATION**

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, games and puzzles, and DVDs which Leigh Cottages guests are welcome to borrow.

## **INTERNET ACCESS**

Free internet access/wi-fi is available in all the Leigh Cottages cottages.