

**HILL COTTAGE
HOLT
NR25 6JQ**

Terms and Conditions

Thank you for choosing to book Hill Cottage, Holt

These Booking terms apply to Hill Cottage, Amanda Agnew and agents and the person or legal entity making the booking or to whom we supply services in respect of the booking. These Booking Terms are governed by English law and apply to all bookings except where we agree other terms in writing. By making a booking you are assumed to be accepting these Booking Terms.

Booking terms

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. Bookings will be confirmed on receipt of a 30% deposit. The balance will be due 8 weeks prior to your arrival at Hill Cottage. To make a booking you must be over 18 years old. Online bookings must be paid for using an acceptable and valid credit or debit card.

A reservation number is given on confirmation of a booking. This number must be retained for access to the booking details if cancellation or amendment is necessary.

Bookings can also be made directly via the holiday cottage email address and confirmed once the 30% deposit has been paid.

Booking and Payment Options

1. Online (Immediate payment and booking)
2. By online banking

Full Payment

The balance of your booking fee is due 8 weeks prior to your arrival at Hill Cottage.

Arrival and Departure

Changeover day is Friday, but from November to mid April we can be flexible and offer short breaks. Minimum 3 nights.

Your accommodation will be available to you from 4.00pm on the day of arrival. Check out on day of departure is 10.00am.

Cancellation policy

You will receive a refund of the deposit if you cancel at least eight weeks before the start of the holiday; or a 50% refund of the total cost if you cancel up to four weeks before the start of the holiday.

Coronavirus cancellation policy.

You will receive a full refund should there be a Government lockdown, either nationally, or locally to your home address or Hill Cottage. However this does not include or cover quarantining, self-isolation or illness.

Insurance

We recommend that you have holiday insurance.

Non-availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

Prices

The price of the accommodation includes the following:

Electricity, linen, bath towels cleaning, hot water, central heating, logs.

It does not include other costs you may choose to incur during your stay.

Dogs

One well-behaved dog is permitted by prior arrangement only at £15 per dog. However, please restrict him/her to the ground floor and clean any mud from your dog before allowing him/her back into the cottage after walking. On no account is your dog allowed on furniture or the bed.

Parking

A weekly permit for the Albert Street Car Park, a five minute walk away, is provided. Parking outside the cottage is restricted to loading and unloading, all day Sunday and overnight.

Smoking

The cottage is strictly non-smoking throughout.

Candles

The use of candles is strictly prohibited due to the risk of fire

Damages and Breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you 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.

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.

Conditions of stay

We reserve the right to terminate your booking immediately without being liable for any refund or compensation where you engage in unacceptable behaviour that causes a disturbance or nuisance

Liability

Other than for death or personal injury caused by our negligence or misrepresentation, our total liability to you is limited to the price of the booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will we be responsible for any indirect or special damages.

We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond our reasonable control.

You are responsible for any damage or loss caused to us or our property by your act, omission, default or neglect and you agree to indemnify us

and to pay us on demand the amount reasonably required to make good or remedy any such loss or damage.

Data Protection

We may process the information you provide to us for the purposes notified by us to the Information commissioner. By making a booking, you consent to this processing of information.