

Butler's Cottage, 5 Simonstone, Hawes

Terms and Conditions

1. A housekeeping deposit of £200 is due for all bookings as well as the standard deposit. This will be refunded once we have checked that there is no damage to the cottage or its contents..

2. Guests must agree to take good care of the property and leave it in the clean and tidy condition in which they found it. They must also be considerate to our neighbours and not cause any annoyance or nuisance.

3. Damage / Breakages. Guests are responsible for any breakages or damage that occur accidentally or otherwise to the property, furniture, fittings & equipment. Guests are asked to report damages / breakages to the owners before the end of their holiday in order that a settlement can be agreed.

4. Arrival / Departure. The property is available from 4 p.m. on the first day of your holiday. Guests are asked to vacate the property by 9.30 am on the day of departure so that the property can be prepared for incoming guests.

5. Booking fee and Conditions. A deposit of 25% of the full amount due is payable at time of booking with the balance due a minimum of 30 days before the arrival date. Bookings made within 4 weeks of your proposed arrival are payable in full at the time of booking.

6. Occupancy. The property sleeps **a maximum of 4 people** in 2 bedrooms - both with double beds. A baby in a cot could be accommodated as well.

7. Cancellation Policy. Deposits and payments are returnable under the following circumstances;

Loss of booking fee deposit for cancellations made more than 30 days before arrival

No refund if cancelled within 30 days of start of holiday

Customers are advised to take out holiday insurance cover as protection against cancellation.

8. Cancellation by ourselves. In the unlikely event that, due to extreme circumstances beyond our control, the property becomes unavailable a full refund will be given. We shall not be under any other liability.

9. Utilities and Appliances. The owners will not be held liable for utility service failure or appliance breakdown however every effort will be made to rectify / repair in such circumstances.

10. Liability. No liability will be accepted in respect of damage to customer's baggage, belongings or vehicles and contents during their stay at Butler's Cottage.

11. Pets. A maximum of 2 small dogs, or 1 medium dog, is allowed in the property by prior agreement. This is on condition that the pet sleeps in his own cage/ bed in the kitchen, is

not allowed upstairs or on any furniture and is not left alone or unattended in the cottage. Guests must clean and remove all traces of the dog before departing. They are liable for any damage or extra cleaning that may be caused.

12. Waste and Recycling. Guests are requested to put their rubbish into the appropriate container as follows: Grey wheelie bin for general waste, green boxes for plastic, bottles and paper

13. Smoking. Smoking is not permitted in the property or on the patio.

14. Candles. To reduce the risk of fire, the lighting of candles is not permitted in the property.