

WYE GARDEN COTTAGE – TERMS AND CONDITIONS

Tel: 01989 740 720 email: michelle@wyegardencottage.co.uk

Our property can accommodate a maximum of two adults.

Payments

Payments of deposits and balances should be made by cheque or PayPal (or by credit/debit card via PayPal). A non-refundable deposit of 25% is required at the time of booking with the balance to be paid 4 weeks before your arrival date. **If the booking is made less than 4 weeks before your arrival date then the full amount is payable on booking.**

Booking Confirmation

Your booking is not confirmed until the deposit payment has been received. Upon receipt of the deposit payment, we will confirm via email or telephone.

It is your responsibility to pay the balance on time. We will attempt to contact you in the event of delay but if we are unable to reach you, we may need to cancel your booking.

Cancellations made by you

It is recommended that you arrange adequate holiday insurance which includes holiday cancellation due to illness or weather which may affect travel plans.

We hope you will not need to cancel your booking. However, should the need arise, the following refund policy applies.

- If you cancel **more than four weeks** before the booked arrival date then the 25% deposit paid is not refundable.
- If you cancel **between two and four weeks** of the booked arrival date then 50% of the full booking amount is not refundable.
- If you cancel **within two weeks** of the booked arrival date then 100% of the full booking amount is not refundable.

Cancellations made by us

In the unlikely event that we have to cancel your booking, a full refund of any money you have already paid in relation to this booking will be made to you.

Arrival and Departure Times

Check in time is after 3pm on arrival day. We ask that you vacate the property by 10am on departure day so that we have enough time to prepare for our next guests.

Deliveries

If you arrange delivery of groceries etc., please ensure that you will be around to receive the delivery.

Damage

Please respect and look after the property during your stay. We know accidents happen. If there are any breakages, please let us know as soon as possible so that we can arrange replacements. Minor breakages are not a problem but damage requiring expensive repair or cleaning costs will be charged for.

Electrical items are regularly tested and approved according to regulations. As your personal electrical items are out of our control, they may be used only at your own personal risk.

- No smoking is permitted in the property.
- No pets
- No loud music/noise etc. after 11pm
- No parties or events

Departure

We expect that the property will be left in an undamaged, clean and tidy state. Please wash up before leaving the property. Please empty all garbage. Recyclables to be put in the green bin behind the cottage and all other general waste to be bagged in black refuse sacks and put in the grey bin behind the cottage.

Please leave used towels, tea towels etc. in a pile in the shower room.