

Terms and conditions

Upon receipt of payment it will be deemed that guests have **accepted** these terms and conditions. The person named on the booking form must be over 18 and accepts full responsibility for adhering to them.

Booking information

- **Lets** are available weekly from Saturday to Saturday only during the main season. Short breaks are available during the winter/off season or on a last minute basis in the main season. To make a **booking** guests must complete a booking form and pay a **booking deposit** of £150. The **balance** is due 6 weeks before your stay. No invoice will be issued. For bookings made within 6 weeks of the first night of the stay the full amount is required. Discount may be offered as stated on the current price list, and is offered at the owner's discretion.
- **Occupancy:** Each cottage **accommodates** up to 4 people in bed spaces, + baby/small child in The Coach House (only). This shall not be exceeded except by permission of the owner. The cottages are let under a licence to occupy for the agreed period and for the purpose of a holiday. The owner shall have access at any reasonable time for maintenance or other purposes as necessary. Bookings will not be accepted for groups of people under the age of 18.
- **Dogs** are welcome at a charge of £20 a week (£10 for short breaks). Guests bringing dogs must take full responsibility for their pet.
- Guests are expected to treat the property and its contents respectfully. For first time guests a £100 **housekeeping bond** is required along with the balance and will be returned to you after your stay when the house is left in a satisfactory condition. If however the house is left in a condition which requires additional cleaning beyond the usual level, a standard charge of £25 will be deducted from the £100. In any case where subsequent cleaning/maintenance is required eg carpets, redecorating, etc the full £100 may be retained or an invoice issued, as appropriate. For all guests **damage** to small items eg glasses, crockery will not be charged for. If larger items are damaged the full £100 will be retained or an invoice will be issued, as appropriate. Please report all damages. **Missing** items will be treated in the same way. Please report any maintenance issues as soon as possible.
- **Payment** methods: (Any card payment or bank fees, or discrepancies in foreign exchange rates, must be covered by guests)
 1. Preferred payment method is by bank transfer or deposit, sort code: 40-47-61, acc. 50632473, HM Ball. Please use your last name as a reference and advise me that you have made the payment.
 2. Payment may also be made via Paypal, and card payment is available via Innstyle (2% surcharge). If you wish to use either of these methods please contact me and I will issue a payment request.
 3. Alternatively make cheques payable to **HM Ball** and forward to: Ms H Ball, 5 Grange Park, Keswick, CA12 4AY.
- **Cancellation:** If it becomes necessary to cancel your booking please notify me as soon as possible. The period will be made available again and if a booking is taken 75% of the amount received from you will be refunded, the remaining 25% being retained as an admin charge.

Garden Cottage and The Coach House
Fellside, Manesty, Keswick CA12 5UG
www.stayinborrowdale.co.uk

- Guests will be issued with **arrival** details upon receipt of the completed booking form, full balance payment and housekeeping bond if requested.
- The owner does not accept **liability** for any damage or loss to any vehicles or possessions belonging to you or any member of your party, or for any injury, sickness or inconvenience, however caused.
- Any **complaints** should be forwarded to myself in writing. Should the issue not be resolved please forward to Quality Cumbria (Cumbria Tourism).
- Please direct all **correspondence** to myself, contact details below.

Other Information

- Your cottage will be available from 4.00pm on the day of arrival.
- Please aim to vacate by 10.00am on the morning of departure.
- Bed linen is provided. Guests usually bring their own towels but you may hire them from me for £2.50 per person (bath towel plus hand towel), please let me know if you require them in advance.
- Some basic cleaning materials are provided but you will need to bring detergents for dishwasher and washing machine.
- Central heating and electricity is included. Guests staying in Garden Cottage provide their own firewood, firelighters and kindling for the open fire, this can be easily obtained in the supermarket or garage.
- A travel cot is available on request for use in The Coach House only (due to limited floor space in Garden cottage).
- The owner kindly requests that guests respectfully **do not smoke** inside the cottages.
- **Guest satisfaction:** If anything is not to your satisfaction on arrival or if you encounter any problems or have any queries during your stay, please get in touch and I will do my best to remedy it for you as quickly as possible.

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