

## **Piggery Cottage - Terms and Conditions**

### **Bookings**

The hiring contract is between the owners and the hirer.

For bookings of 3 nights or less full payment is required at the time of booking.

For booking of over 3 nights:

- Where booking is made more than one month before the date of the stay a deposit of 50% is required to secure the booking.
- Where booking is made less than one month before the date of the stay, full payment is required.

Payment is made on receipt of a PayPal invoice (you do not need a PayPal Account to pay this, it can be paid by debit or credit card).

Directions and key collection information will be sent during the two weeks prior to your stay. Please check these details carefully.

### **Cancellation**

In the event of cancellation by the hirer the refund policy is as follows:

For short term bookings of 7 nights or less, where 7 days-notice is given, a full refund is issued. If less than 7 days-notice is given a 50% refund is issued.

For longer term bookings over 7 nights,

- if cancellation takes place more than 2 months from the date of stay, the deposit is refunded
- if cancellation takes place within two months but before the balance payment is due, the deposit is non-refundable (if the hirer has paid in full, they will receive a refund of the balance payment).
- If cancellation takes place within one month of the date of stay, the full fee is non-refundable, except in exceptional circumstances.

In the unlikely event of the cottage becoming unavailable on the date stated (e.g., fire, flood etc.) then the hirer will be refunded in full with the hirer having no further claims against the owner.

### **Insurance**

It is advised that all hirers take out their own holiday cancellation protection insurance and personal insurance.

The owners shall have no liability to you for the death or personal injury to you or any member of your party. You must take all steps to safeguard your personal property, and no liability is accepted in respect of damage to or loss of such property.

The owner is entitled to refuse access, or to re-possess accommodation if they reasonably believe that any damage is likely to be caused by you or your party or can re-possess if damage has been caused. In such circumstances the hirer will forfeit any refund of the total cost.

### **General**

The hirer must agree not to exceed the maximum number of persons stated for the cottage.

The owner reserves the right to access the cottage at any time during your stay.

Any complaints should be made to the owner as soon as possible so investigation and remedial action can be taken.