

Appletree Cottage, Llanymynech, Shropshire

TERMS AND CONDITIONS

ALL BOOKINGS ARE SUBJECT THE FOLLOWING TERMS AND CONDITIONS

1. All bookings must be made by telephone, fax or e-mail to ensure that the accommodation is available on the dates you require. A provisional booking will be held for 7 days to allow you to get the deposit and booking form to us.
2. A non-refundable booking deposit of £100.00 per week booked, is required in the form of a cheque (unless total booking is paid for in advance). This deposit will constitute the relevant portion of the total rental cost.
3. A provisional booking will not constitute a firm reservation until we have received a completed booking form and deposit (bank cleared) and confirmed it to you in writing, or by e-mail.
4. We require a refundable security deposit of £150.00 to be paid with the balance of your payment. The security deposit will be refunded within 21 days subject to the property being left clean and undamaged and the keys having been returned to our management. All damage and faults caused or found at the cottage must be reported to the management at the earliest opportunity.
5. You will be provided with 1 key to the cottage. In the event that you were to lock yourself out or lose the key, you must phone the management immediately, and they will allow you re-entry into the cottage. This will incur a charge for their service depending on the time of the call-out. The cottage door key must be returned to the management on your departure, details of collecting and returning the key will be issued to you upon payment of the rental balance.
6. The payment of the rental balance must be paid 8 weeks before the rental period commences and must include the security deposit. In the event of cancellation, the following charges will apply: Up to 8 weeks from the date of the holiday 20% of the rental charge; 6 weeks to departure 50% of the rental charge. Less than 6 weeks no refunds will be given. (We strongly recommend that comprehensive travel insurance is taken to insure against cancellation, travel, health and accident.) All cancellations must be in writing by post or e-mail and receipt acknowledged by us in order for cancellation to proceed. If full payment is not received by the due date, we reserve the right to consider the booking cancelled.
7. Our brochure, either in printed form or from our website is a guide to our cottage in respect of quality and description. We make every effort to ensure that the details contained within our brochure are accurate but in the event that unintentional errors, mistakes or omissions occur, we cannot accept any liability for these.
8. Our home is maintained and managed locally. The management can be contacted by phone (details inside the cottage should you have any queries). We operate a no-smoking policy in the interests of all our guests and ask that smoking be confined to outside. Bed linen and towels are provided and their removal from the cottage is forbidden. Arrival at the cottage should be not until after 4.00 p.m., and the cottage must be vacated by 10.00 a.m. on the day of departure.
9. The property is privately owned and neither the owners nor the management can accept any liability whatsoever for any loss or damage arising in connection with any hostilities, war, threats or war, industrial disputes, failure of public services, such as electricity or water and failure of mechanical equipment, although we would make every reasonable effort to remedy such failures. The owners and their management personnel cannot accept any liability whatsoever for death, personal injury and accidents howsoever caused to you or any visitor to the property, including the garden area etc.
10. Our home conforms to British regulations.