



Booking Terms

Bookings are subject to the following terms and conditions.

A contract between you and us the owners will come into existence when the deposit is received in cleared funds, and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.

Check-in is any time after 3pm - Please WhatsApp us 07851 653314 - if you have an approximate time of arrival so that we can ensure that the heating or any food or special requirements are ready for you. Alternatively, there is a lock safe and we will send you a whats app message or text giving you details of how to access the property.

Check-out – is at 10 am - This is to give us enough time to thoroughly clean ready for our next guests, there is no need to strip the beds. If you would like an early check in or late check out, for £10 per hour we can sometimes get help with cleaning please let us know well in advance if you would like some flexibility.

NIGHTINGALE COTTAGES – Florence Cottage and Nightingale Cottage can only be booked for the purposes of a Holiday or short stay, by making a booking you are confirming that they are being booked for this purpose.

A non-refundable 25% deposit of the holiday cost is payable at the time of booking. Bookings made less than six weeks before your arrival date must be paid in full. The balance must be paid no later than six weeks before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation, and you will remain liable to pay the balance.

All cancellations must be notified in writing. If you cancel your holiday more than 6 weeks before it is due to start, then your deposit will be forfeit. If you cancel less than 6 weeks before the holiday, then the full balance remains due and is not refundable. We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.

Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us. No parties or events – the maximum number of persons using the accommodation at any time must not exceed 6 Persons in Florence Cottage or Nightingale Cottage and only those listed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

Bookings cannot be accepted from persons under eighteen years of age. The owner reserves the right to refuse

Nightingale Cottages – Home to Nightingale Cottage and Florence Cottage
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a booking without giving any reason. We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.

Vaping or smoking anywhere inside the premises or within 5m of the property will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by pets or smoking will be at the expense of you.

Pets

We welcome two well behaved dogs per cottage (we do welcome extra pets with prior agreement). We do not accept dogs under one years of age or if they are not fully house trained. Guests are responsible for cleaning up after their pets. Unfortunately, we cannot allow Guests to leave Dogs unattended in the cottages, most local pubs, restaurants and many attractions welcome dogs.

Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out.

Please do not move any furniture from one room to another. Please lock the doors and close the windows when you leave the property unoccupied. We reserve the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition. Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you. In no circumstances can you re-let or sublet the property, even free of charge.

We shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds. No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service. We are not responsible for the loss of any personal belongings or valuables of the guest. If you have booked multiple cottages, we understand that you may move inventory between cottages, but please return everything to its original cottage when you leave. Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision. Please respect the community and your fellow holiday makers and try to keep noise levels to a minimum, especially between 11 pm and 8 am. We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.

Barbecue – due to the high fire risk, Please let us know if you want a BBQ and we can provide one, only the provided bbq can be used (no disposable bbq's allowed) in its designated location, unfortunately the BBQ cannot be moved closer to the property for fire and insurance reasons. Please do not worry about cleaning the bbq grill - we are happy to clean this for you as the process can be quite messy. Any problem or complaint which you may have concerning your holiday must be immediately reported directly to us and we will endeavour to put matters right. Any complaints not reported to us/the property manager at the time and only reported after the client has returned from holiday will not be considered by us. We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.