

North View Ground Floor Garden Cottage Booking Terms & Conditions

To ensure your stay runs smoothly, the following terms & conditions apply:

- The property, North View (Flat 1), is only suitable for a maximum of two people. We cannot accept bookings from an applicant under the age of 18 years.
- Bookings for North View will be provisionally reserved for 24 hours and confirmed upon receipt of the required deposit of £75.
- If your booking is made within 6 weeks of the commencement date, the full accommodation rental will be required at the time of booking.
- The balance of your stay will be due for payment 6 weeks before your stay commencement date.
- Payment of deposit and balance are to be made by Bank Transfer. Account details will be sent to you on booking and will not change for the balance payment.

Cancellations

- If you are forced to cancel your stay due to unforeseen circumstances, please inform us in writing. We will respond to this within 24 hours.
- For cancellations made prior to 6-weeks from the day of your arrival, your deposit will be refunded.
- If your cancellation is made within 6-weeks from the day of your arrival, then you will be charged the full rate.
- However, we will endeavour to re-sell the cancelled dates. If this is possible, then we will refund any money due, minus administration costs of £50.
- If the balance of your stay is not received on the due date, this will be treated as a cancellation and your deposit only refunded if the property can be re-let, minus administration costs of £50.
- You are strongly advised to take out appropriate cancellation and travel insurance for your holiday.

Covid cancellation

- If your booking has to be cancelled because North View is put under government restrictions and has to close, you will be given a full refund or offered alternative dates.
- In the event that your home address is put into local/regional lockdown, rendering you unable to travel, and this period of restriction covers your booking, you will be given a full refund.
- The COVID refund promise covers lockdowns and Tier restrictions but does NOT cover you (or members of your party) for being unable to travel because you (or a member of your party) fall ill with COVID or are required to quarantine or self-isolate.

General

- The price for your stay include all heating, water, electricity, bed linen, and towels. Bed linen and towels are changed weekly, so access will be required on day 7.
- There is a strict no smoking policy inside of our property, no pets are permitted at North View, and we ask that the property is securely locked when you are out.
- We ask that you leave the accommodation, its contents and equipment in a clean condition, put away and in good order.
- Any damages and breakages should be reported immediately and before the end of your stay.
- We reserve the right to enter the property at any reasonable time for the purpose of emergency repairs should they become necessary. We will obviously respect your right to privacy and accommodate any reasonable request as to timing or arrangements.
- If you, because of unreasonable behaviour, damage or nuisance, are asked to leave the property, you will remain liable for the whole cost of the hire and no refund shall be due.
- We reserve the right, in the interest of safety or any other reason beyond our control to cancel or alter arrangements made for you. In this unlikely event, we guarantee to return to you any payment made in full, including the deposit.
- We aim to provide a high level of customer service and want all our guests to be completely happy with their holiday. In the unlikely event that you have any issues with your accommodation, please get in touch with us as soon as possible during your stay so that we can do our best to put it right.
- Under no circumstances can any financial compensation be made for any complaints that are made after your stay has ended.
- We cannot accept responsibility for work taking place outside the boundary of the property, or for noise or nuisance resulting from third party activity over which we have no control.
- The use of North View, or any amenity that is provided by us, are entirely at the visitor's risk and no responsibility can be taken for any loss, damage or injury to persons who make use of them or any belongings of the persons who use them.

By paying your initial deposit, you agree to the above terms & conditions.

Paula & Cyrille Portier

North View

Ground Floor Garden Cottage