

Lavender Cottage

Booking Terms and Conditions

1. General

These terms and conditions ("T&Cs") apply to any booking made by you ("**the guest**") and us ("**Lavender Cottage**") for a short-term holiday let at Lavender Cottage in Carlin-Carmel. By making a booking, you agree to these T&Cs. A booking is only valid and confirmed once payment has been made as outlined in the payment terms. The booking is strictly for short-term self-catering purposes during the specified dates and does not create a tenancy.

The person who books ("**the responsible person**") must be over 18, be one of the guests staying, and is responsible for payments and the actions of the party. The booking cannot be transferred or sub-let without our written permission, and the property must not be used for commercial purposes during your stay.

A Contract between you ("**the guest**") and us ("**Lavender Cottage**") comes into existence when payment is received, and a booking confirmation is issued. This contract binds all members of your party, and it's your responsibility to ensure they adhere to the terms and conditions. The failure to provide correct information or comply with the terms may result in contract termination. Bookings are only accepted from persons aged 18 or over. **The owner reserves the right to refuse any booking without explanation.**

2. Payments

Payments can be made via credit/debit card or PayPal, as instructed during the booking process. For bookings made more than 28 days before arrival, the balance is due 28 days before your arrival. A **non-refundable deposit of 20% of the holiday price** is due at the time of booking. **If the balance is not paid by the due date, we reserve the right to cancel the booking.**

For bookings made less than 28 days before arrival, full payment is required at the time of booking. No entry will be granted without payment in full as outlined here.

3. Cancellations and Refunds (Guest-Initiated)

We strongly recommend taking out travel insurance to cover unexpected cancellations.

All deposits and payments are non-refundable. If you cancel more than 28 days before the start date, you forfeit the non-refundable deposit. If you cancel within 28 days, all payments are non-refundable. We will attempt to re-let the property, and if successful, a partial refund may be considered, but this is not guaranteed. However, cancellations due

to personal reasons, such as illness or inability to travel (including weather), will not be eligible for a refund unless - as stated above - the property can be re-let.

Cancellation requests must be submitted in writing to be processed.

4. Cancellations and Refunds (Owner-Initiated)

In the unlikely event we need to cancel your booking due to unforeseen circumstances (other than your failure to make payments), we will inform you as soon as possible and offer a full refund. Our liability is limited to the amount paid, and we are unable to offer compensation beyond the refund.

In cases where the property must close due to Government restrictions or other force majeure circumstances (e.g., natural disasters, pandemics, or utility failures), **a full refund will be provided.**

Insurance: Guests are strongly advised to obtain travel insurance that covers cancellations for personal reasons, including COVID-19.

5. Pricing and Facilities

Prices are clearly displayed at the time of booking and will not change once confirmed. The price includes the stay for up to two adults and two pets. Bed linens, towels, and a basic welcome pack (tea, coffee, milk) are provided. Additional amenities, such as an iron, ironing board, and umbrellas, are also available, but are not replenished during your stay.

The cottage is self-catering, and while we provide some starter essentials, guests are responsible for their own provisions after arrival.

A Security Deposit of £150 is payable, and will be returned within 14 days of checkout, if there is no occasion to make a claim against any damage or extra cleaning costs incurred as a result of a guests stay.

6. Electrical Safety

Our property is regularly tested to ensure electrical safety. Any personal appliances you bring should be in good condition, and guests are responsible for ensuring they are used safely. **Electric Vehicle (EV) charging is not permitted at the cottage**, and guests must use designated EV charging points nearby. The charging of **Electric Bikes is also not permitted, and they must not be stored in the Cottage, only in the Outbuilding.**

7. Occupancy Limits

Lavender Cottage accommodates a maximum of 2 adults and up to 2 well-behaved pets, as listed on the Booking Form.. No additional guests, including children, toddlers, or babies, are allowed due to safety considerations and the size of the property. Breaching this limit may result in immediate termination of the booking with immediate effect.

8. **Fire Safety**

We provide fire safety equipment such as smoke alarms, extinguishers, and a fire blanket. Guests are expected to read the pre-arrival information detailing the use of the Gas Fire and fire safety protocols. Candles, tea lights, and ethanol burners are not allowed. In case of fire, evacuate the property and contact emergency services immediately. Please see note 6 regarding the charging of Electric Vehicles and Blkes/Batteries.

9. **No Smoking or Drugs**

Lavender Cottage is strictly non-smoking, including e-cigarettes and vaping devices. Any evidence of smoking or drug use will incur additional cleaning charges. We ask that all guests respect this policy.

10. **Damages and Breakages**

Guests must take reasonable care of the property during their stay. Any damage or breakages should be reported immediately. Small, accidental breakages such as a broken glass will not incur a charge, but larger or unreported damage may result in a charge to cover repair or replacement costs.

11. **Liability**

We cannot accept responsibility for loss, damage, or theft of your personal belongings during your stay. This includes your vehicle, and any possessions left in the Outbuilding. Guests are responsible for their own property. If any personal items are left behind, we will contact you, and you will be responsible for the cost of their return. Guests are responsible for safeguarding their belongings and must lock doors and close windows when the property is unoccupied.

Please ensure you sign out of any apps or subscription services you use on the Smart TV during your stay, as we cannot be held responsible for any charges incurred after your departure.

12. **Pet Policy**

Lavender Cottage welcomes up to 2 well-behaved dogs at no additional charge. Dogs must be kept off furniture and beds for reasons of hygiene. We advise bringing throws or dog beds to prevent any damage. Dogs must not be left alone in the cottage if they are likely to become anxious or cause damage. Please clean up after your pets, particularly when out in local fields or on walks, as required by local laws.

13. Check-in and Check-out

Check-in is from 4:00 PM on the day of arrival, and check-out is by 10:00 AM on the day of departure. You will receive key collection details prior to your stay. We ask that you leave the cottage clean and tidy, emptying the rubbish bins.

Please ensure you lock doors and close all windows as leaving.

14. Complaints and Compensation

We strive to ensure your stay at Lavender Cottage is enjoyable. **Guests are encouraged to communicate any issues promptly so that we can address them during your stay.** Complaints made after departure, without giving us the chance to rectify the issue during your stay, may not be eligible for compensation. The maximum compensation for any issue is limited to the total amount paid for your booking.

Amendments

The owner reserves the right to amend the terms and conditions as necessary.

Data Privacy

Guests' data will be handled according to the privacy policy, which is available on request.

These terms form the contract for your stay at Lavender Cottage, and by proceeding with your booking, you acknowledge and agree to these conditions. Should any dispute arise, it will be governed by the laws of England and Wales.