

Cosy Cottage

— Terms & Conditions of Hire —

Thank you for choosing to stay at Cosy Cottage

Accommodation at Cosy Cottage, The Custards, Lyndhurst, Hampshire SO43 7AP

Important Points

1. Cosy Cottage is for holiday use only and only those persons named on the booking form may stay in the Cottage. No rights to remain in the accommodation exist for the persons specified on the booking form (**The Hirers**).
2. Bookings made more than six weeks in advance require a 25% non-refundable deposit of the full booking charge. The balance is payable at least six weeks before the hire period. For bookings made six weeks or less before the hire period, we require payment of the full booking charge (plus the £50 damage deposit) which is non-refundable.
3. A damage deposit of £50 is payable, which is refunded in full within 7 working days provided that the cottage and its contents are left as The Hirers found it at the start of the hire period. Any damage or breakage should be reimbursed to the owners prior to departure. The cost of any damages which have not been reimbursed will be deducted from the damage deposit.
4. Beds and linen are provided for a maximum of four persons staying at Cosy Cottage. We reserve the right to apply a surcharge for additional persons.
5. Dogs and their well behaved owners are welcome to stay at Cosy Cottage. It is the responsibility of the owners to reasonably clean up mess caused by their dogs both in the garden and inside Cosy Cottage.
6. Smoking is not permitted inside Cosy Cottage, but is allowed in the garden using ashtrays provided.
7. Cosy Cottage must be kept and left in a clean and tidy state and vacated by 10am on the day of departure.
8. Cosy Cottage is fully checked between lettings and any damage to premises/equipment is chargeable to The Hirers.
9. Guests may not hold a party in the cottage without advising the owners. The Hirers must not cause nuisance to neighbours or breach general rules as this shall entitle the owners to resume possession of the property forthwith.
10. Problems or complaints should be reported as soon as possible during the hire period of Cosy Cottage.
11. Whilst every effort has been made to describe Cosy Cottage as fully as possible, we cannot accept responsibility for any changes. We cannot be held responsible for any disappointment caused where The Hirers have differing expectations to those detailed in the description.
12. We cannot accept liability for events that occur outside our control, such as normal breakdown of domestic appliances, plumbing, wiring and damage resulting from exceptional weather conditions. Once advised of a problem, we will take immediate action to try and affect a speedy solution.
13. We accept no responsibility for any accidents to property or persons whilst on the property or for any injury or illness whilst at Cosy Cottage.
14. The Hirers' car(s) is parked outside Cosy Cottage at The Hirers' own risk and all personal possessions are left on the premises entirely at The Hirers' own risk.
15. We reserve the right to amend prices/descriptions quoted on the website due to errors and/or omissions.
16. In the event of Cosy Cottage being no longer available, we will endeavour to offer a suitable date alternative or a full refund. We cannot be under any further obligation for any costs associated with any changes.
17. If due to any occurrence BEYOND THE CONTROL OF THE OWNERS, the accommodation is not available as booked, the owners will refund the deposit but be under no further liability to The Hirers.
18. Cancellation - Owners must be notified immediately if The Hirers wish to cancel the holiday in order that Cosy Cottage may be re-let. If the owners can re-let for the hire period, any monies paid at that time by The Hirers will be refunded less an administration charge of £50. If the owners are unable to re-let Cosy Cottage, The Hirers will remain liable for the full cost of any part of the holiday that is not re-let.