

Cider Cottage- terms & conditions

Terms and Conditions

Thank you for choosing to book your holiday at Cider Cottage. Please find below our terms and conditions of booking, if there are any points which you would like to discuss, please give us a call on 07788 290425 or email us at welcome@escapetothecountry.co.uk and we will be happy to help.

Bookings are subject to the following terms and conditions. By booking with us you are agreeing and accepting our terms and conditions as set out below.

- A contract between you and the owner will come into existence when payment is received 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.
- Bookings may be made via email or telephone. A provisional reservation will be held for 7 days pending receipt of a deposit (£150 per week booked). Final payment must be made by 6 weeks before commencement of the holiday. Payment is preferred by bank transfer but cheques or card payments are acceptable.
- You are advised to take out travel insurance to cover the event of cancellation. If cancelled more than 6 weeks before the start date your deposit will be returned or held against a future booking if you prefer. If it is necessary for you to cancel for genuine unavoidable reasons such as illness after this time please contact us as soon as possible.
- Bookings are only taken from those aged 18 and over and should include name, address and other contact details. The names of all guest staying at the property will be required.
- Pets are not permitted, nor is smoking inside the property (including e-cigarettes/vaping).
- The price quoted to you includes bed linen, towels and all heating costs. We are not VAT registered. There are no other charges save in the event of damage to the property or its contents where we reserve the right to charge for restitution or replacement. The property should be left in a clean and tidy condition at the end of your stay.
- 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. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage.
- In the unlikely event that we should have to cancel your booking due to circumstances beyond our control, such as fire or flood, our liability will be limited to repayment of all monies received from you.

- The property is for a maximum of two guests and two car parking spaces. We have a two night minimum stay policy.
- No parties or events – the maximum number of persons using the accommodation at any time must not exceed two 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.
- Unless agreed otherwise, entry to the property is from 3 p.m. on the start day and vacation by 10 a.m. on the departure day. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests. Please do not arrive early as you will not be able to gain entry into the cottage.
- Occasionally it may be necessary for us to have access to the property during your stay for unavoidable maintenance or other purposes but, except in emergencies, we would always give you prior notice.
- If using the sauna and outdoor cold shower all guests must agree to follow the Sauna – Rules for Use document. By agreeing to the terms and conditions you are stating that using the sauna and facilities are done entirely at your own risk and waive any claim you may have against Escape to the Country or any of their employees arising from any injury.
- Please lock the doors and close the windows when you leave the property unoccupied.
- Please make sure you switch off lights, heating or any electrical appliances when you go out – we are an eco-friendly holiday home.
- Please park your vehicles in the designated parking spaces, ensuring cars do not block access to other properties. Parking is limited to 2 vehicles.
- Please respect the community 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 – please use the designated barbecue utensils and clean the barbecue after use.
- Candles are not allowed inside the house.
- Dedicated electric vehicle charging point.
 - The charging point is for the use of the booking parties at Cider Cottage and Redlands only.
 - We do not guarantee availability and unavailability shall not constitute a breach of our booking contract.
 - The EV must be booked directly with the owners and paid for using cash or a card payment. Please ask for full instructions on how to use the charger.
 - Use is at the owner's own risk and we do not accept any liability for loss or damage sustained by you or your EV as a result of using the charger unless the damage was caused directly by our negligence.

-You shall be responsible to us for any damage to the charging point or loss suffered by us caused by your use of the charging point.

-Note: Please bring your own charging cable for the electric vehicle charging point.

- Electric cars must only be charged from the external EV Charging Point. Under no circumstances may they be charged from the domestic supply.
- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- The client may in no circumstance re-let or sublet the property, even free of charge.
- The owner reserves the right to refuse a booking without giving any reason.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

Our aim is always to make your stay enjoyable so if there are any problems please let us know as soon as possible so we can try and rectify matters. We live on site next to the property and are around most of the time.

Helen Totman
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Email: welcome@escapetothecountry.co.uk