



# BOOKING TERMS & CONDITIONS

[www.CottagesInNorthDevon.com](http://www.CottagesInNorthDevon.com)

## INTRODUCTION:

The named person who makes the booking must be one of the guests who stays. She or he must be over 18 years old. This person is responsible for making sure that the terms of booking are adhered to.

Each property has a maximum occupancy number, which you must stick to.

Any booking of three or more people of the same sex will need the owners' agreement before a booking is made (unless they are members of the same family, but from different generations).

We reserve the right to refuse a booking, but of course treat everyone equally and fairly.

The property is let strictly for holiday use and no 'right to remain' exists for the guest or anyone in the party.

We strongly recommend that you have holiday insurance. Your insurance should cover all risks including cancellation, accident, breakdown, loss or damage to personal property. We shall not be held responsible or liable for any loss or damage suffered by you or members of your party.

The Guests right to occupy the Property may be forfeited without compensation if:

- More people or pets than declared at the time of booking or before the commencement of the holiday and/or the number the Property holds, attempt to take up occupation; or
- Overnight guests are entertained without the Owner's express permission; or
- Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance; or
- Smoking in a designated "No Smoking" property.

We shall be allowed access to the property at any reasonable time during any holiday occupancy.

## COMMUNICATING WITH YOU:

We carry out most communication with you by email.

We tend to phone only in emergency or if we can't get you by email.

We'll keep your details on record and will only share limited (name and telephone number) with housekeepers where necessary.

We promise never to pass your information on to other companies.



## BOOKING TERMS & CONDITIONS

[www.CottagesInNorthDevon.com](http://www.CottagesInNorthDevon.com)

We will only email offers and updates about Cottages In North Devon a few times a year, and of course we'll take you straight off our mailing list if you ask us to.

### HOW TO PAY:

At the time of booking you can either:

- Pay in full, including any extras you have requested; Or,
- As long as the start of your holiday is more than 8 weeks away, you can opt to pay 30% of the full amount to secure the booking as a non-refundable deposit, and pay the balance 6 weeks in advance of your stay.

Failure to pay the full balance by the due date may be treated as a cancellation.

We will notify receipt of all payments, by email. It is also possible to pay by cheque, please enquire.

### CANCELLATIONS:

Guests are advised to take out Holiday Cancellation Insurance. We offer insurance when making a direct booking with us through BookingProtect.com and claims will be made directly by you to them.

Where insurance is not taken out, we will endeavour to re-let the cottage.

If the cottage is successfully re-let we will refund any monies paid with discretion in the repayment of the non-refundable deposit. Any additional costs incurred by ourselves in re-letting the cottage will be deducted, e.g. advertising, reduced rate, bank charges, etc.

**Please read the Covid-19 section of these T&Cs in relation to this specific situation.**

### NON-AVAILABILITY:

In the very unlikely event that the property you have booked becomes unavailable or unsuitable for your holiday for reasons beyond our control, we will make every reasonable effort to arrange suitable alternative accommodation.

If this is not possible, or is not acceptable to you, all rental monies paid in advance will be refunded in full and you will have no further claim against us.

### DOGS:

Responsible pet owners are welcome with their dogs at an extra charge per dog, per week or part week. If you are bringing a puppy or young dog, please telephone to check this will be acceptable.

If a puppy or young pet is taken to a property without prior agreement this could result in you being asked to leave without compensation.



## BOOKING TERMS & CONDITIONS

[www.CottagesInNorthDevon.com](http://www.CottagesInNorthDevon.com)

We ask dog owners to observe the following rules (failure to do so may result in you being asked to leave without compensation):

- Dogs must be under strict control at all times while in the property;
- Any fouling of lawns, pots, door frames etc. must be cleared up/rinsed away without delay;
- The dog owner must bring the dog's bed or basket for sleeping in;
- Dogs MUST NOT be left alone in the property or elsewhere at any time unless by arrangement;
- Dogs MUST NOT lie on beds or furnishings, and hair must be well cleared up before departing;
- Dog owners must ensure that their pets are free from parasites and fleas before they occupy the property. Failure to do so will incur subsequent charges;
- Any damage (which must be reported to us immediately) or excessive cleaning that may incur an additional charge, will be at our discretion.

### **SMOKING:**

We have a no smoking rule inside all properties.

Smoking is allowed in the courtyard and communal garden.

Smokers must clear any smoking litter away immediately.

### **PROPERTY DESCRIPTIONS:**

We make every effort to describe properties and facilities as accurately as possible, and to keep information up to date.

Details are given in good faith and we cannot accept responsibility or liability for differences or for any disappointment caused where a guest has differing expectations to those detailed in the description.

### **STANDARDS:**

We take pride in our properties, and maintain facilities in good working order, however sometimes things do break down or malfunction.

Please let us know straight away, we are in the courtyard most days, by phone, text or email if something isn't working, and we will make every effort to sort it out straight away.

### **CHANGEOVER DAYS:**

Please note that all changeovers are on Saturdays. If you are visiting for a short break or



## BOOKING TERMS & CONDITIONS

[www.CottagesInNorthDevon.com](http://www.CottagesInNorthDevon.com)

long weekend we will make special arrangements for you.

### **ARRIVAL & DEPARTURES:**

We request that you arrive at or after 4:00pm on the first day of your stay, and depart by 09:30am on the last day. This is to make sure that our housekeepers have enough time to prepare for the next guests.

### **COVID-19:**

Our industry has been turning itself inside out trying to come up with policies that will enable our guests to have a fabulous experience, whilst providing you with as much protection as possible.

What has become clear is that there is a tightrope to walk between providing a Covid-19 free environment and a comfortable holiday property. If we don't do anything, we're at risk of encouraging the spread of the disease once more but if we go too far, our cottages will switch from being enjoyable, chill-out spaces to clinical hospital wards.

Every property owner will have to make their own plans within these parameters and it's not easy. We've decided to come up with a plan that hopefully walks that tightrope and then be transparent about it. Thus, giving you, the opportunity to make your own risk assessment and decide whether this standard is good enough for you and your family. Our logic being that by the very nature of leaving the safety of your own home and travelling to Devon will mean you're taking risks. You may decide to stop off at a service station en-route and visit a supermarket, cafe and theme park when you're down here. So, you will already be taking calculated risks.

We're also mindful that the current situation is constantly shifting sands, so what you think will work for you now, might not be right in 3-month time. Or there may be another lockdown imposed, which is totally out of yours, or our control. We'd normally say that you need to take out insurance to cover for such eventualities and some insurance companies are now providing Covid19 cover.

With that in mind, there are the changes we'll be making. These plans may change over time as new information comes to light, or new legislation is imposed, so keep an eye on our website for further updates.

### **Training / Accreditation/ Professional Associations:**

We have undertaken COVID-19 specific training.

We have received accreditation from Visit England and The AA for our Covid-19 practices and management.

We are members of Professional Association of Self Caterers (PASC).

### **Time:**

We want to give our cleaner as much time as possible to clean our properties. So, we've



## BOOKING TERMS & CONDITIONS

[www.CottagesInNorthDevon.com](http://www.CottagesInNorthDevon.com)

now changed our arrival and departure times. Departure time will be before 9:30am and arrival time after 4pm.

### **Equipment:**

We have sourced an anti-viral cleaner that is environment friendly with no bleach or harmful substances that is safe on skin. This cleaner is hospital grade to a kill rate log of 5 and is compliant to EN14476.

To ensure no cross contamination, we have designated a set of cleaning equipment for each cottage and, where necessary, within the cottage each room.

Once a cottage is mist disinfected no one will enter it until you arrive.

### **Crockery and Cutlery:**

For Apple Tree & Pear Tree guests we are asking that as much of the crockery, glasses, cutlery are loaded into the dishwasher and a 60c programme started prior to your departure. This will ensure that these items are completely safe to use. Our cleaner will unload the dishwasher as part of their routine. For Mulberry Tree guests, there is no dishwasher, we will swap out crockery, glasses & cutlery each week.

### **Television:**

The TV and Remote controls will be cleaned down with anti-viral cleaner between every set of guests.

### **Standard cleaning:**

Our cleans will be based on a 2-step clean. Firstly, our normal high standard clean and then a separate mist spray disinfection process paying attention to high touch areas. We will also leave an anti-viral spray under the kitchen sink at the property for your use, should you want to clean any surfaces yourself upon arrival or during your stay.

### **Books, games and DVD's:**

We recognise that it will be impossible to clean every page of every book or every item of a game every week. We did consider removing all these items but felt that this would reduce your holiday experience. So, we've decided to leave all these items, giving you the option to use them or not. It's worth bearing in mind how long Coronavirus can survive on surfaces, paper is not present after 3 hours and plastic is 72 hours. You may want to use the anti-viral spray in the kitchen.

### **Soft Furnishings: (Sofas, cushions, mattresses, duvets and pillows)**

Scientific evidence to date shows that Coronavirus cannot live on fabric for more than 48 hours. Therefore, we've decided that we'll be leaving all soft furnishings in situ and mist disinfect. If you'd like these items removed, we can do so but please let us know in advance, so that we can arrange this with our cleaner.

### **Bedding & Towels:**

Our duvet covers, sheets, pillowcases, bath mats and tea towels are cleaned each week on a



## BOOKING TERMS & CONDITIONS

[www.CottagesInNorthDevon.com](http://www.CottagesInNorthDevon.com)

60c wash and we have at least 2 sets of everything. This means that the set on your beds will have been washed 1 week prior and the only person who would have touched it within the previous day would be our cleaner.

However, as bedding is a personal thing, here are your options:

- Have our cleaner make up the beds for you prior to your arrival
- You can choose to have the bag of laundry left for you to make up the beds yourselves.
- You can bring your own bedding. If this is what you'd like to do, please let us know at least a week prior to the start of your holiday.

Bedding protectors will be on all the beds, and these must remain on the beds, regardless of any bedding you bring yourselves.

Shaking down bedding shortly after someone has used it could be potentially a risk for spreading of the virus. To protect our cleaners, we will need our guests to strip off the duvet and pillowcase covers and sheet (leaving the protectors on) and bag up the bedding, in the bags provided, prior to their departure to protect our cleaner from any potential contact with the virus.

We are also asking that our guests to bag up all towels as per the bedding. Again, bags will be provided for this.

### **Policy:**

Our standard payment and reservation policy will remain:

- Deposit: 30% non-refundable deposit to reserve your booking.
- Balance: will be due 6 weeks prior to your holiday date.

### **Government Lockdown:**

Should the government announce another lock-down that affects your holiday date, you can decide whether to

- defer your payment towards another time of your choice (subject to availability and pricing), up to 12 months from your original holiday date; or
- request that we refund any payments made to that point.

### **You Change Your Mind:**

If you change your mind about taking your booked holiday for any reason: No automatic refunds will be made.

However, we understand that especially in the current climate, personal circumstances can change. We will try to accommodate your situation and



## BOOKING TERMS & CONDITIONS

[www.CottagesInNorthDevon.com](http://www.CottagesInNorthDevon.com)

- will aim to re-book the dates, and if we are successful, we will refund your payment less costs incurred (e.g. bank charges, last minute reductions, advertising, etc); or
- Alternatively, providing you tell us of your change of plan a minimum of 6 weeks before your holiday, you'll be able to defer any payments made in full towards another week of your choice (subject to availability and pricing) up to 12 months from your original holiday date.

### **Before You Arrive:**

Should you suspect you, or any member of your party, might have contracted or have met someone who may have been infected with Coronavirus prior to your holiday, you must follow the government guidelines on isolation within your own home.

Whilst we may not be able to automatically refund, we will do all we can to re-book your dates and if we do so, we will refund your holiday payment, less any additional costs we may have incurred. Therefore, the earlier we are notified the easier this would be. If we offer a refund without re-booking, we will require proof of your self-isolation requirement.

### **While On Holiday:**

We are all hoping this doesn't happen but if you or a member of your party start to show symptoms whilst staying at one of our properties, you must advise us (by phone or text) and return home immediately. If, for any reason, you are unable to do so, you will need to notify us immediately. Any additional costs in rental for the additional time, including re-allocating incoming guests, etc. will be borne by you.

### **After You Leave:**

If anyone with you on holiday develops symptoms and are confirmed Covid-19 positive please let the official track and trace team know you stayed at our cottage.

**DURING COVID-19 PANDEMIC:** Please refer to our website page "Covid-19 Information". The details provided there will supersede those here during this time.