

The Herons: Terms and Conditions

Deposit

A non-refundable deposit of £100 per reservation is payable on booking, either by Paypal through the website, or direct Bank Transfer by contacting the proprietor for details. Should you pay the deposit by cheque, the booking will be held for 10 days to enable clearance of cheque, and thereafter it will be released should payment not be cleared. Reservations made within 6 weeks of the arrival date are payable in full on booking.

Confirmation of Booking

Deposits paid by Paypal will receive an order ID number. This will be your confirmation of booking. Should you have any queries, please contact us. All other payments by cheque or Bank Transfer will be confirmed direct when received.

Balance

The balance is due no later than 6 weeks prior to the date of arrival by Paypal (or Direct Bank Transfer – contact the proprietor for details). Payment by cheque should be received in sufficient time to allow for clearance (approximately 10 days). Should you require to cancel within 6 weeks prior to the date of your arrival, no refund of balance paid will be given, unless the cottage re-books for the cancelled period.

Cancellation

Should you require to cancel, please notify the proprietor as soon as possible in writing (e-mail will suffice and be acknowledged). The proprietor will make every effort to re-let the booking but if unsuccessful, cancellation costs will be incurred as follows:

More than 6 weeks prior to the date of arrival: £100 deposit

Deposits are non-refundable to cover administration costs.

Less than 6 weeks prior to the date of arrival: full cost of rental (Deposit and Final Balance)

You are advised to have holiday insurance in place to cover this eventuality.

Should the proprietor require to cancel for reasons within their control, they will attempt to reschedule the booking within 12 months of the original date. Should the property become unavailable due to circumstances outwith the control of the proprietor, you should seek recompense from your insurance company.

Arrivals and Departures

The cottage will be available from 4pm on the day of your arrival, and it must be vacated by 10am on the day of your departure.

Cleaning

The cottage should be left as you find it, clean and tidy. If the cottage is left in a dirty or inappropriate manner, additional cleaning charges may be levied.

Breakages and Damages

All major breakages, damages and losses should be reported immediately to the proprietor or to the caretaker if the proprietor not available (telephone contact details are in the cottage).

Should you find any broken or damaged items on your arrival, if you do not report them within 24 hours, it will be assumed they occurred during your visit and will be charged to you.

Occupancy

The occupancy of the cottage should not exceed the number of people stated on booking. This is for fire emergency purposes. The cottage is only to be used for the purpose of holiday accommodation.

Security

The cottage must be locked when not occupied. Pets should not be left unattended.

Vehicles/Personal Property

Guests are recommended to take out insurance to cover loss or damage to personal effects. Vehicles, accessories and contents are left at their owners' risk. The proprietor will not accept responsibility for any loss, damage or injury to persons or property not caused through the fault of the proprietor.

Restrictions on Rental

The proprietor reserves the right to remove any person or persons from the cottage due to unreasonable behaviour, damage to the property or exceeding the stated occupancy. There will be no refund in this instance.

Adverse Travel Conditions

No refunds will be given for non-arrival at the cottage due to travel disruptions (weather, industrial or mechanical). Please check your Holiday Insurance regarding this. Regional Police confirmation of travel conditions should be acceptable to your Insurance Company in adverse weather and road conditions.

Local Amenities

These are subject to availability and outwith the proprietor's control.