

9 Mindhams Yard - Booking Terms & Conditions

These Booking terms apply to 9 Mindhams Yard, John & Liane Clarke "the owner" also referred to as "we" and the "holiday maker" person or legal entity making the booking or to whom we supply services in respect of the booking.

The "holiday maker" also referred to as "you" is responsible for ensuring all members of the holiday party accept and adhere to these terms & conditions.

These Booking Terms are governed by English law and apply to all bookings except where we agree other terms in writing.

By making a booking you are assumed to be accepting these Booking Terms.

When you submit a booking via telephone or our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form, this does not form a contract between us.

Bookings will be confirmed on receipt of a non-returnable 20% deposit.

The balance will be due 6 weeks prior to your arrival.

Any bookings made less than six weeks from the date of stay must be paid in full at the time of the booking.

To make a booking you must be over 18 years old.

A reservation number is given on confirmation of a booking.

This number must be retained for access to the booking details if cancellation or amendment is necessary.

Booking and Payment Options

1. Bank transfer: Confirmation when funds cleared.

2. By post: Confirmation when Cheque has cleared.

(please allow time for postal service and cheque to clear before the 6 week due date).

Cheques should be made payable to John & Liane Clarke.

Prices

Rates quoted are correct only for the number of guests specified, nights and dates shown.

Should you change the number of guests, dates or nights, then the rates are subject to change.

Availability

In the rare case that due to unforeseen circumstances we cannot provide your requested accommodation, you will be given a full refund.

Arrival and departure

Changeover day is Friday, we do however offer short breaks "off season" and at short notice.

Check-in is from 4pm.

Check-out on day of departure is 10am.

Cancellations

If you cancel your booking more than 6 weeks before the scheduled check-in time on the day of arrival, a refund of balance paid will be processed.

A cancellation charge of 20% of the booking will be applied and we will retain your non-returnable deposit.

If you cancel your booking within 6 weeks of the scheduled time on the day of arrival, a charge equivalent to the total booking price will be levied.

If the cottage can be re-let a refund will be given minus a 20% administration charge.

We strongly recommend that you have holiday cancellation insurance in place for such an eventuality.

To make a cancellation you must call us on 07966 147404 and quote you reservation number, name and check-in date.

Smoking Policy

9 Mindhams yard is strictly No Smoking

Dogs

Up to 2 well-behaved dogs are welcome upon agreement with the owner prior to booking confirmation.

Please clean up after your dog and ensure they are clean and dry before entering the cottage.

Dogs must on no account be allowed upstairs.

The holiday maker shall be liable for any damage caused by any pet in their party.

The property owner cannot be held responsible for any accident or injury to a pet during their stay.

Broadband

Wireless Broadband is available in the cottage.

Conditions of stay

We reserve the right to terminate your booking immediately without being liable for any refund or compensation where you engage in unacceptable behaviour that causes a disturbance or nuisance.

We reserve the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made, and some things do change. The holiday maker accepts that no refunds are available for such discrepancies.

Liability

Other than for death or personal injury caused by our negligence or misrepresentation, our total liability to you is limited to the price of the booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will we be responsible for any indirect or special damages.

We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond our reasonable control.

You are responsible for any damage or loss caused to us or our property by your act, omission, default or neglect and you agree to indemnify us and to pay us on demand the amount reasonably required to make good or remedy any such loss or damage.

We accept no responsibility for damage or loss to your personal property, or damage to your vehicle during your stay. We accept no responsibility for accident, injury or sickness during your stay.

Our goal is to ensure your stay with us is memorable for the right reasons.

However, we do recognise that infrequently things can go wrong.

In these circumstances it is the responsibility of the holiday maker to report any problem to the property owner immediately as it becomes apparent, thereby giving us the best opportunity to rectify the situation.

Unless this procedure is followed, no subsequent claim will be entertained.

The property owner will make every endeavour to rectify problems as soon as is reasonably possible.

Data Protection

Our privacy policy is available via our website or on request.