

Booking Conditions

1. A £100 per week deposit is payable on booking with the balance payable six weeks prior to the commencement of the letting period booked. The deposit is returnable if the booking is not accepted. A confirmation of your booking will be issued upon receipt and full directions will be sent upon receipt of the final payment.
2. If we should need to cancel the booking we will refund in full all moneys paid to us by you. Responsibility and financial liability of North Downs Country Cottages shall be limited to the return of moneys received in the event of accommodation booked in good faith not being available owing to circumstances beyond our control.
3. Should you need to cancel with less than twelve weeks to the date of the booking then you will be bound by this agreement to pay us in full for that booking. Payment must be made whether or not you have at the time of cancellation paid in full for the booking. You would therefore be advised to take out holiday cancellation insurance to cover you for that eventuality.
4. Accommodation will be available to you from 4.00 p.m. on the start date of the booking. Keys will normally be collected from Mulberry Cottage, next door to Well Cottage. If we are unable to meet you alternative arrangements will be made prior to arrival. If on the day of arrival you find that you will be later than 4.00 p.m. then you must advise us in order that other arrangements can be made.
5. Accommodation must be vacated by 10 am on the finishing date, this is to allow for cleaning and maintenance to take place. North Downs Country Cottages will provide the accommodation to a high level of cleanliness with a complete inventory for you, this should be checked upon arrival and any failure notified to us within 24 hours of arrival. All accommodation must be left in the very clean and tidy condition you found it. A cleaning charge of £45.00 will be made should rooms be left uncleaned or below this standard.
6. Well Cottage is a non smoking property, we reserve the right to ask anyone found to have been smoking in the property to leave and to charge an extra £150 for cleaning. Any problems found with any appliance or fixture or fitting must be reported to the caretaker who will ensure within a reasonable time that this is repaired or alternative arrangements made. Under no circumstances should any guest attempt repairs to the property or its contents. This will invalidate service contracts, warranties and agreements and charges for such repairs will then pass to the Hirer. The Hirer undertakes to keep the premises and all furniture, fixture, fittings and effects in or on the premises in the same state of repair and condition as the same are in at the commencement of the letting and shall report and pay to the owners the value of any part of the premises, furniture, fittings and effects so destroyed or damaged as to be incapable of being restored to its former condition.
7. Only the number of guests stated at the time of booking will be allowed to stay in the property, unless otherwise agreed in writing by the owners. North Downs Country Cottages reserve the rights to refuse entry to the entire party if this condition is not observed.
8. North Downs Country Cottages and its agents reserve the right to decline entry and accommodation or to expel any occupier or visitor for conduct, which in their sole view is detrimental to the Estate or the comfort of other visitors. North Downs Country Cottages reserve the right to enter a property at any time but will endeavour to do so when convenient to the occupier.
9. North Downs Country Cottages, its employees or agents are not to be held responsible for the loss of any valuables or property left on or around the premises at any time. All guests, their friends, family or visitors must ensure that they take all reasonable steps to ensure their own safety and that of others whilst on the property, the owners will not accept responsibility for any injury or loss caused whilst in or around the property.
10. The properties of North Downs Country Cottages are used as holiday accommodation and therefore exempt from security of tenure under the Rent Act.