

Terms and Conditions

Contract

The contract is for a short-term holiday rental of the property specified on the booking form made between the client and the owners of Isolde Cottage ("the owners"), Nathaniel Taylor and Melissa Dalyanci, binding from such time that booking is made and inclusive of all the following conditions.

By making a booking the client contracts on behalf of himself/herself and all those in his/her party and represents that he/she has the authority to accept these conditions on behalf of and binding upon all guests in his/her party.

Bookings are accepted on the understanding that the property is taken for holiday purposes only and that the number of people in each property is limited to that entered on the booking form.

By signing the booking form or ticking the relevant box on our booking form or by sending a booking request on our website/email, you agree that you have read these terms and conditions and agree to be bound by them on behalf of yourself and all members of your party.

The client and any friends or family of the client visiting the property while the client is staying there must adhere to the conditions of the contract, including the rules and procedures contained in this contract. No overnight guests are allowed without permission from the owners.

Payment

A deposit of 20% of the cost is payable on booking if the booking is made more than four weeks before the start of the rental. Bookings are provisional until a deposit is received. The balance shall be payable four weeks before the commencement of the rental.

Cancellation

In the event of a cancellation the total cost may be payable, unless cancellation is received a minimum of 6 weeks prior to booking where a full refund will be applicable minus a £30 administration charge. Cancellations MUST be made in writing to the address on the website. It is for this reason that we recommend you take out your own travel insurance.

Period of Hire

Rentals for Isolde Cottage commence at 3.00 pm on the day of arrival and terminate at 10.30am on the day of departure.

Right of Entry

Whilst respecting the reasonable privacy of the client, the owners of Isolde Cottage reserve the right to access all properties at all times, if necessary, for repairs and emergencies.

Care of the Property

The client shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair, condition, cleanliness and tidiness as at the commencement of the rental period.

Breakages or Damage

The client is required to inform the owner of any damage or breakage in or around the property promptly so that it can be repaired and replaced for the next client.

The client is bound to reimburse the owners for replacement, repair or extra cleaning costs where reasonably demanded by the owners for damage caused by the client.

Smoking

Smoking is not permitted anywhere inside the holiday accommodation.

Internet

Isolde Cottage provides Wi-Fi, free of charge to its customers and whilst we will endeavour to maintain this service no compensation will be offered if loss of service occurs.

Pets

A maximum of two dogs are permitted in Isolde Cottage subject to prior arrangement with the owners and the following conditions.

The client is responsible for any damage howsoever caused by their dog and liable to reimburse the owner for any replacement or repair thereby necessitated. The owners reserve the right to terminate the contract if the behaviour of the client's dog is considered unacceptable. We ask dog Owners to observe the following rules (failure to do so may result in you being asked to leave without compensation).

1. Dogs must be under strict control at all times whilst in the property and not be allowed upstairs.
2. The owner must bring the dog's bed or basket for sleeping in.
3. Dogs **MUST NOT** lie on **BEDS** or **FURNITURE**, and hair must be well cleared up before departing.
4. 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.
5. Each dog or pet will incur an extra charge of £25 per week per pet, or £5 per night per pet for short breaks. However any damage (which must be reported to the owner immediately) or excessive cleaning that may incur an additional charge, which will be at the owners' discretion. Excess dog hair should be cleaned before leaving and all dog excrement must be disposed of by the guest, not left in the bins.
6. Extra cleaning/damage **MAY** apply if dogs have caused unreasonable mess or damage to furnishings.

Liability

The owners of Isolde Cottage are not liable for any loss or damage to any client's property or any property belonging to a member of the client's party howsoever caused.

The client or members of his/her party cannot hold the owners of Isolde Cottage liable for any personal injury/death howsoever sustained where the owners and/or their employees have used reasonable skill and care; and/or where caused by the fault of the person(s) affected or any member(s) of their party (including inadequate supervision of children); and/or where caused by the fault of a third party, and/or where caused by an event that could not have been reasonably foreseen or avoided.

Complaints Procedures

If on arrival at the Property you do not consider that it complies with the description on the website, or if you do not consider that it is fit for your use, you must advise (the Owner) immediately so that an on-the-spot investigation can be made. We will not deal with any complaint arising out of the alleged defect or mis-description of the Property unless notice is lodged within forty-eight hours of your arrival at the Property. In no circumstances will compensation be made for complaints raised after the Property has been vacated when the Customer has not notified the Owners and given them the opportunity of investigating the complaint and endeavouring to put matters right during the holiday.