

Melinda Cottages

Terms & Conditions

Dies sind die Terms & Conditions (Buchungsbedingungen) der Vermieter dieser Cottages auf deren Basis Sie buchen. Diese gehen über unsere AGB (<http://www.bed-breakfast.de/angebote/service/agb-datenschutz>) hinaus.

Booking Procedure

Cottages: When you have chosen your accommodation with our Availability Calendar, please either (a) ask us via e-mail or phone to hold your required dates until your booking form and deposit arrive with us, or (b) simply send us the booking form and deposit for your required dates.

We will acknowledge receipt within 24 hours of receiving your booking form, and at that stage, your reservation is definite, and the availability calendar is updated accordingly.

The Cottages are let on a Saturday to Saturday basis, with short breaks on request, or as per special offers on the website. Bed and Breakfast is completely flexible on arrival and departure dates.

If your booking is made within 6 weeks of the arrival date, we require full payment to be made at the time of reservation.

How to pay

English cheques should be made payable to the owners. Alternatively, we can take debit and credit card payments by phone – please call 01579 344652 for this option.

Cancellation

We recommend that all guests have Insurance Cover to protect against this eventuality.

In the event of a cancellation by you before the Final Payment Due date, the booking can be cancelled, but the initial 20% deposit is non-refundable. In the event of a cancellation by you after you have paid the Final Payment Due, we will refund you 50% of the TOTAL PRICE quoted in the Booking Summary, together with the £75 damage deposit.

Cancellations must be made in writing by the person who made the original booking.

Damage Deposit

The £75 Damage Deposit covers the cost of any damage or breakages in, or to, the accommodation during your stay, and will be refunded in full within 7 days of your departure, less the cost of rectifying any such damage. Please report any damage or breakages during your stay, or on departure.

What's included

Cottages: All electricity, linen, bedding, towels and tea towels.

Parking

There is a dedicated parking space for each unit of accommodation.

Pets

Dogs must be kept on a lead at all times, other than in the designated exercise field and guests must maintain strict control over their pets due to our location in a farming community.

Data Protection

We will never pass on your details to any other organisation or third party.

Injury and Damage

The Owners accept no responsibility for personal injury to guests, their pets, or loss or damage to their property.

Your vehicle contents and personal belongings are left on the premises at your own risk.

Standards of behaviour

We ask all guests to have appropriate respect for other guests and our neighbours. Any unnecessary or excessive noise, disturbance, or nuisance could lead to the Owners asking you to leave the premises immediately with no refund.

Smoking

Smoking is not allowed at any time in any of the accommodation.

Right of Entry

The Owners reserve the right to enter any of the accommodation at any reasonable time to effect emergency repairs, or resolve any other urgent matter. The Owners agree to respect the guest's privacy and confidentiality in so doing.

Guest Numbers

At no stage should persons other than those detailed on the booking form be allowed to stay in any of the accommodation, without the express prior permission of the Owners.

Arrival and Departure

Please check-in at the main Farmhouse. Accommodation will be available from 3pm on the day of arrival until 10am on the day of departure.

Complaints

We treat the satisfaction of our guests as our highest priority, and should you have any cause for complaint during your stay, please do not hesitate to speak to the Owners, to see if the matter can be rectified as soon as possible