

Keepers Cottage at Bonnyrigg Hall

Booking Terms & Conditions

- ❑ **The Booking.** The signing of the booking form constitutes acceptance of these conditions by the client. The booking conditions will apply if for some reason the form has not been completed, for example, a late booking by telephone. Following receipt of the booking form and the appropriate payment, confirmation of reservation will be sent.
 - ❑ **Deposit/Payment Procedure.** A non-refundable deposit of 25% is payable upon booking. The balance of the total holiday cost is payable 6 weeks prior to the start date of your holiday. Bookings within 6 weeks of arrival will require full pre-payment.
 - ❑ **Damages/Breakages.** We ask guests to leave their accommodation in a clean and tidy condition and to pay for, or replace anything lost or damaged. A cleaning charge may also be levied in the case of where additional cleaning is required.
 - ❑ **Smoking.** We operate a 'No Smoking' policy in the cottage for the benefit of other guests.
 - ❑ **Cancellation.** If the client does not pay the balance at the time due, we reserve the right to cancel the booking. In this event, or if the client cancels the booking after it is confirmed, the deposit will be forfeited. Cancellations must be made in writing. We recommend you seek holiday cancellation insurance from your insurance brokers to cover this eventuality.
 - ❑ **Changes or cancellations made by the owners.** Whenever possible, all changes will be advised to you without delay. Should circumstances beyond our control require us to cancel a booking, we will, where possible make alternative arrangements. Should these prove unacceptable to you, and once we have received in writing your instructions to this effect, you will receive a refund of all monies paid.
 - ❑ **Insurance.** We are not responsible for any loss of life, injuries, illness or loss or damage to property including motor vehicles or to that of any guest, however caused. Please ensure children are supervised by a responsible adult at all times. We recommend you take out your own holiday insurance with your insurance broker to cover these eventualities.
 - ❑ **Brochure.** The brochure, and any other information sent or conveyed to you, is a guide to the quality of the property, but we reserve the right to make modifications which are shown to be necessary in the light of our operating experiences. In the event that unintentional errors, mistakes or omissions occur, we cannot accept liability for these details.
 - ❑ **Complaints.** We will always do our best to ensure that The Keepers Cottage is clean and tidy upon the arrival of our guests; it is essential however that any defect or shortage which arises while you are in occupancy is reported to us immediately, in order that the problem can be solved as quickly as possible. Should any problems appear, we would appreciate being advised of them by you as soon as possible.
 - ❑ **Arrival/Departure.** The Keepers Cottage is available from 3pm on the day of arrival and must be vacated by 10am on the day of departure. Please telephone a few days before the start of your holiday to advise us of your expected arrival.
 - ❑ **Pets.** One well behaved dog, kept on a lead in the proximity of the house would be appreciated. At certain times of the year, ground nesting birds and lambs need to be protected. Please discuss this with us beforehand.
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