

## TERMS:

Booking more than 30 days ahead:

Deposit: 20% deposit is payable when booking.

Balance due 30 days prior to arrival.

Bookings less than 30 days ahead: Full payment is required at the time of making the reservation.

The booking is only confirmed when the deposit/balance has been paid. Please note that the Initial Deposit is only refundable if you cancel your booking within seven days of receiving our booking confirmation.

Check-in: 4-7pm

Check-out: 10:30am

A late check-out for whatever reason, unless previously agreed, will be subject to an extra charge if this affects the servicing of the lodge or the next guests. In the event you may not be able to vacate the property and we agree you can stay, you will be liable for the full costs of the normal booking periods for the property and you will indemnify us for losses arising from claims from guests with bookings for the property that need to be cancelled or amended.

### Child policies

Children of any age are welcome. To see correct occupancy information, please add the number of children in your group and their ages.

### Cot and extra bed policies

Travel cots must be provided by the guests if needed.

There is no capacity for extra beds at this property.

### Pets

Pets are allowed on request. Charges apply.

### Your obligations

You agree to keep and leave the Property and the furnishings, kitchen equipment, crockery, glasses, clean and in good condition.

Bedding and towels will be left in good condition.

You agree not to cause any damage the property.

You agree to take all necessary steps to safeguard your personal property.

You cannot allow more people to stay in the Property than expressly authorised, nor can you take your pet into the Property unless it has been arranged in advance.

You agree to allow us or any representative of ours access at any reasonable time during your stay for the purpose of essential repairs.

Your lodge has a complimentary hot tub (Orchard Cottage) on the decking please take note of the hot tub advice sign next to it if you wish to use it.

The Association of Pool & Spa Professionals (APSP) notes that infants should not be permitted in a hot tub at all, since a their thin skin makes them more susceptible to overheating. The APSP also recommends that toddlers and other young children should not be allowed in a hot tub unless they can stand on the bottom and have their heads completely out of the water. Also, since little ones have very little control over bodily functions, spas can become unsanitary almost instantly when "accidents" happen.

The cottages are on a septic tank so nothing but human waste must be put down the loo.

Grange Farm is a working farm so please be mindful of this. Horses and paddocks are out of bounds.

#### Breakages or Damages

The Guest is legally bound to reimburse The Cottages Rosedale for replacement, repair or extra cleaning costs incurred as a direct result of the Guests misuse of the property.

#### No Smoking Policy or Vaping

There is a strict no smoking policy or vaping in all of our properties which also includes within the property grounds. If there is evidence of smoking or vaping inside the property a charge of up to £150.00 will be levied.

#### CANCELLATIONS:

More than 30 days prior to your booking date.

If you cancel your booking within seven days of receiving your booking confirmation, we will refund the balance of any money you have paid us. If you cancel your booking after 7 days of receiving your booking confirmation we will retain the Initial Deposit and refund the balance of any money you have paid to us.

Less than 30 days prior to your booking date.

We reserve the right to retain the Initial Deposit and the balance. Full amount is payable if cancelled within 30 days of arrival date. If you need to cancel or amend your booking you must telephone or email as soon as possible.

#### Coronavirus Cancellations

If your booking cannot go ahead due to Coronavirus Government legislation then you will be able to reschedule/postpone your booking for up to 24 months.