

## Terms and Conditions

### Booking a holiday at Highercombe

When you decide that you want to book a holiday with us, let us know by telephone or email. If the property is available when you want it we will hold it for up to 7 days during which time you should send us, by post, a confirmation letter and deposit (see below).

Please note:

- We do not accept bookings from single sex parties where any of the party is aged under 25.
- We do not accept bookings where all members of the party are aged under 25.

A cheque for 50% of the holiday price made payable to '*Highercombe Cottages*' should accompany your confirmation letter. If you wish to add to, or change any members of your, you should let us know well in advance. No one other than those agreed may stay at Highercombe or use our facilities. Upon receiving your booking form and cheque we will confirm receipt to you.

A cheque for the balance should be received by us not later than 4 weeks before the start of the holiday. In the event of late or last minute bookings these terms may be varied at our discretion.

In the event of cancellation of your holiday by you for any reason, you remain liable to us for the full price of the holiday. In the event that we are able to re-book your holiday for the full price to someone else, we will return the money received from you less 10%. If we re-book for a lesser amount we will return a proportionate amount, at our discretion, to you.

Our properties and facilities are available from 4.00pm on the day of arrival and must be vacated promptly by 10am on the day of departure. If you are forced to cancel for whatever reason we will do our utmost to re-let the property and effect a refund less advertising, administration and bank charges. You must advise us of any cancellation by email or letter and receive confirmation of receipt from us.

If you have any problems or concerns during your stay we ask you to contact our office immediately in order that we may assess the situation and put things right if necessary. Under no circumstances will compensation be made or correspondence entered into in connection with complaints raised after the property has been vacated unless we have been properly notified during your occupancy.

We do not supply cot linen for infants. Travel cots are available but must be requested at the time of booking and confirmed by us. Infants in addition to the maximum number of persons shown for each property may incur a surcharge.

Our policy does not allow us to accept bookings from single sex parties or persons under 25 years of age, and we reserve the right to refuse a reservation without giving reasons.

Children need to be supervised by a responsible adult whilst "exploring" the gardens.

Care should be taken by everyone in the grounds and in the vicinity of the stream.

All properties and buildings at Highercombe are strictly NON SMOKING.

Only those dogs as have been mentioned on the booking form may be brought and they must be kept under strict control and on leads at all times (due to free range hens and the ponies), not left unattended in the property or grounds, not allowed on any of the furniture, window sills or beds or allowed in any other property other than the one they are booked into. You must clean up after them and dispose of their toilet promptly and sensibly. Bring suitable bedding and towels and their own water and feeding bowls. Dogs are not permitted if they are in season. Supplements charged are per week or part thereof per house and are in respect of additional wear and tear on the property and it's furnishings and not in respect of any additional cleaning your dog may create. It is up to you to ensure you clean thoroughly prior to your departure.

You must keep the property in good order throughout your stay and leave it clean and tidy reporting any breakages or damage immediately to our office, please do not leave this to your departure day as this may inconvenience the next guests.

You will not cause annoyance or become a nuisance to fellow holidaymakers, tenants or neighbours of adjoining premises or land. If you fail to observe our terms and conditions we have the right to terminate your booking even if you are already at the property by asking you to leave at once without any compensation becoming payable to you. We and our staff reserve the right to enter the property at any reasonable time should the need arise.

We reserve the right to refuse/cancel any booking if the property becomes for reasons beyond our control unavailable subject to refunding any sums you have paid but we will not be under any other liability. We cannot be held responsible for any interruption or irregularity in the supply of electricity, oil, water, TV, telephones, radio reception. Whilst every effort is taken to ensure the accuracy of descriptions of properties and other amenities within our brochure and website we accept no liability for inaccuracies in these details. Neither do we accept responsibility for any inaccuracies or content of the websites we link to.

We will not be liable for any act, neglect or default on the part of any other person nor for any accident, damage, loss, injury, expense or inconvenience whether to person or property which clients or any other person may suffer or occur arising out of or in any way connected with the letting or resulting from any other cause whatsoever. On arrival you will find our welcome book which contains lots of useful information on Highercombe and the surrounding areas.

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