

Bookings at Willow Cottage, Waterloo House are subject to the following terms and conditions:

1. A contract between you and the owner will come into existence when the deposit or full payment is received, and a booking confirmation is issued showing the confirmed holiday dates.
2. The deposit/full payment must be paid within 7 days of the booking being placed.
3. The contract binds you (the lead booker) & all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
4. The customer remains liable for a percentage of the booking cost when a cancellation is received, as detailed below:
 - a. 100% refund for cancellations made within 48 hours of booking. 50% refund for cancellations up to 14 days before check-in. After that no refunds available
 - b. If booked fewer than 14 days before check-in, 50% refund for cancellations made within 48 hours of booking and at least 7 days before check-in.
 - c. After that no refunds available.
5. We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
6. If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.
7. If our property must close due to government restrictions or your address is put into local/regional lockdown for your holiday dates and you are unable to travel, you will be refunded in full.
8. The maximum number of persons occupying the property must not exceed (4 persons) If you wish to invite additional visitors to visit (but not stay overnight) during your stay, please ask us first.
9. Please be advised that no extra overnight visitors are allowed to stay at the property.
10. Bookings cannot be accepted from persons under eighteen years of age.
11. We are required by law to collect copies of identities (Passport, Driving Licence) and home addresses of all guests staying at the property
12. The owner reserves the right to refuse a booking without giving any reason.
13. We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs or for inspection purposes, with reasonable notice provided, except in the event of an emergency.
14. Tenancies commence at **3pm** on the arrival date and guests are required to leave the rental by **11am** on the day of departure. Failure to do so may result in you being charged a further day's rental.

15. You must not use the property except for the purpose of a holiday.
16. Smoking is strictly prohibited in the property.
17. Vaping, smoking or any drug use anywhere on the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to, and any damage or extra cleaning caused will be at your expense.
 - a. Smoking and Vaping is only permitted outside away from the property.
18. Pets
 - a. We only allow 2 dogs maximum, no other kinds of pets.
 - b. Dogs must be booked in and the cost is £20 per dog, per stay.
 - c. Please don't let dogs on the furniture, especially sofas and bed, without using throws provided
 - d. Guests are responsible for cleaning up after their dogs.
 - e. Please clean muddy dogs using the outside shower and the dog towels provided. Do not use the internal shower
 - f. Dogs must not be left alone in the property.
 - g. If the property requires additional cleaning due to excessive dog hair or if dogs have been in the beds, or on a sofa, we will charge a £50 fee to cover the extra cleaning costs.
 - h. You are responsible for your dog and you will be charged for any damage caused by your dog.
 - i. The front garden is not enclosed and next to a busy road, we recommend keeping your dogs on a lead however you can let them off at your discretion. We cannot be held liable for any incidents.
 - j. We cannot host any dogs that are classed under the Dangerous Dogs Act due to not being covered under our insurance.
19. Damage deposit – In making a booking you accept responsibility for any theft, breakage or damage caused by you, your pets or any member of your party and agree to indemnify us in full for any loss that we may incur as a result.
20. Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday & you may be charged for any loss, damage or extra cleaning costs. These are to be paid for in full within 7 days of notification.
21. If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result.
22. Please do not move any furniture from one room to another or any of the indoor furniture, furnishings or bedlinen outside.
23. Please remove shoes before entering the house.
24. Please lock the doors and close the windows when you leave the property unoccupied.
25. Please make sure you switch off lights, heating, or any electrical appliances when you go out – we're an eco-friendly holiday home.

26. Do not leave the log burner unattended, and follow the instructions provided in the property. Any damaged caused to the property by using the burner inappropriately (e.g. fuel, vent control) will result in a minimum £50 charge.
27. The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
28. Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
29. The client may in no circumstance re-let or sublet the property.
30. The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.
31. All inventory must remain in the property and not be taken to another property.
32. You are responsible for the supervision of all members of your party under the age of 18 at all times.
33. Please park your vehicle in front of the cottage to the right, additional vehicles may be parked down the drive (maximum 3)
34. Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
35. We reserve the right to terminate your rental agreement with immediate effect where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others. You'll be asked to leave the property, without any refund of the rental amount paid.
36. Fireworks, Chinese lanterns, firepits, candles and portable bbqs are prohibited.
37. Guests have the use of the **front garden only**, please note it is not enclosed therefore we recommend dogs are kept on a lead due to the busy main road at the bottom of the drive
38. Check-out is at **11am**. Can you please ensure all the rubbish is removed from the property and placed in the respective bins on the drive and clean any dirty dishes before departure.
39. If you want to use the services of a third-party supplier (e.g. a chef, beauty treatments) this must be agreed beforehand. If you bring a third-party supplier without consent, we reserve the right to ask them to leave. We do not accept liability for the activities of these third-party suppliers.
40. Wi-Fi – the guest agrees to reasonable and lawful usage.
41. Domestic electric vehicle chargers (commonly known as a 'granny charger' or a 'trickle charger') are not suitable for use at the property and are strictly forbidden.
 - a. There is a Type 2 charger available at the property which can be used with prior agreement. Full details are available in the property
 - b. We cannot be held responsible for failed charging attempts
42. Any problem or complaint must be immediately reported directly to us/our representatives to allow us the opportunity to resolve it.
43. Non-compliance with the house rules will be considered as a breach of the terms and conditions of the rental agreement. We reserve the right to terminate the booking with immediate effect and without a refund if they do not abide by the rules.

44. This property is privately owned and is part of our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home.