

Terms & Conditions

Please read these conditions carefully when you make a reservation. You are entering in to a legally binding contract, the terms of which are set out in these conditions.

1. Contract

1.1 A contract for a short-term holiday let is made between the Client and The Coach House. This contract shall be governed by UK law. It will be entered into once the deposit for the holiday has been processed and a confirmation letter to the Client has been sent. The party leader must be at least 18 years of age at the time of booking.

2. Payment

2.1. Bookings require a non-refundable deposit of 30% of the total cost of the holiday. Bookings will not be confirmed until funds have cleared.

2.2. The balance is due in full, no less than eight weeks prior to arrival.

2.3. In the case of bookings made within eight weeks of arrival, the total cost is payable on booking.

2.4. Non-payment of the balance of the rental, on or before the due date, will be taken as cancellation of the booking by the Client.

3. Arrival/departure

3.1. Arrival is any time after 4pm on the day of arrival.

3.2. Departure is before 10am on the day of departure. To assist our cleaners, we ask that you leave the property in a clean and tidy condition.

3.3. These times should be adhered to unless otherwise agreed by prior arrangement.

4. Occupancy

4.1. Occupancy of cottages above numbers stated on the booking form is strictly forbidden for safety and insurance purposes.

4.2. The cottage sleeps 8 persons (including adults and children) at any one time + one baby/toddler by prior arrangement.

5. Smoking

5.1. The Coach House has a strict 'no smoking' policy. Anyone found smoking in the cottage will be asked to stop; any further infringement and you will be asked to leave with no refund. Smoking is permitted in the outdoor areas, but please ensure that stubs are disposed of safely and not on the ground.

6. Damage/breakages

6.1 The Client is responsible for any breakages or damage caused to the cottages and their contents. The Client is legally bound to reimburse for any replacements, repairs or additional cleaning costs if required as a result of their actions.

7. Dogs

7.1. Dogs accepted by prior arrangement only, at time of booking - one dog free/second dog £20 per week.

7.2. Dogs should not be left unattended in the cottage at any time and should not be allowed onto the beds or sofas during your stay.

7.3. Maximum 2 dogs per cottage.

7.4. Well behaved dogs only please.

7.5. It is essential that you clean up after your dog.

8. Liability

8.1. The Coach House cannot be held liable for injury to persons or damage/loss of belongings during your stay. This includes loss or damage to vehicles, and their content, parked outside the cottages. It is entirely your own responsibility to ensure that you have adequate and appropriate insurance, for all guests in your party, in order to cover such eventualities.

9. Complaints

9.1 In the unlikely event you find any faults or have reason to complain during your stay, please advise us immediately so that we can take any appropriate action.

10. Cancellation Policy (by the Client)

10.1. Any cancellation made by the Client must be received in writing.

10.2. Deposits are always non-refundable.

10.3. If you cancel the holiday after the full amount has been paid for and we succeed in re-letting the cottage, the balance payment will be refunded in full.

10.4. If we are unable to re-let the cottage after the full amount has been paid for, we regret that no refund can be given.

10.5. Cancellation Insurance is not compulsory, but we would strongly recommend that you take out such insurance.

11. Cancellation Policy (by The Coach House)

11.1. In the unlikely event we have to cancel a booking, we reserve the right to do so. However, we will do all we can to offer alternative accommodation, or dates, if suitable to your party. If this is not possible, a full refund will be given. Please note, however, that no refund will exceed the total amount paid for the holiday by you. Our liability to you would not extend beyond this refund.

12. Acts of God

12.1. If either party is forced to cancel a stay due to weather related conditions and other 'Acts of God', your travel insurance should cover this. It should be noted we are not obliged to offer a refund in these circumstances.