

**HESELWOOD COTTAGE
HARLYN BAY
PADSTOW
NORTH CORNWALL
PL28 8SQ**

2019 GUEST INFORMATION AND BOOKING CONDITIONS

Please read these conditions carefully. They set out the basis of your agreement and booking conditions:

Additional equipment:

- A high chair, travel cot, portable toddler bed guard, stair gate (for bottom of stairs) and changing mat are available for use free of charge. These can be found in the wardrobe in the main bedroom. We would ask guests to indicate at time of booking what equipment is required. Hire of additional equipment can be arranged – please enquire for charges and further details. There is also a small selection of children's toys and books. These can be found in the cupboard underneath the stairs or in bookshelf on the landing upstairs. Please ensure that any items borrowed are cleaned before departure and returned to their storage place.

Arrival/departures:

- Bookings are for Saturday to Saturday – with exception of winter breaks where a changeover day will be agreed at time of booking.
- Tenancy is from 3pm on the day of arrival until 10am on the day of departure (subject to change) – this is to allow sufficient time for preparing and cleaning the cottage. Early or late arrivals should be discussed in advance.

Bed linen/towels:

- Bed linen and towels (hand and bath towel) are provided for all guests. Linen will be left on the beds for the guests to prepare themselves. If you wish the beds to be made up prior to your arrival please make contact in advance. We ask guests who are staying for more than one week to advise at time of booking if a change of linen is required for the second week.
- We do ask that you confirm at time of booking which beds you would like made up (where there are less than 6 guests).
- In addition, guests will be provided with a bathmat for the bathroom and a dishcloth, tea towel and hand towel for the kitchen. Beach towels are NOT provided and guests are asked to bring their own for use on the beach.

Cancellations:

- All cancellations must be advised immediately by telephone followed as soon as possible by confirmation in writing.
- Refunds for cancellation are not usually given. Guests will remain liable for the full amount of the rent in the event that a cancellation is made. Refunds will only be given where we are able to re-let and an administration fee of £35 will be charged. We strongly recommend that you take out holiday insurance to cover the risk of unavoidable cancellation.
- If for any reason we should have to cancel your booking, our liability will be limited to monies paid by you.

Cleaning of premises:

- You will find the cottage clean and tidy. You agree to keep the accommodation clean and tidy as found and leave the accommodation in a similar condition. The following basic level of cleanliness is required on departure; Cooker/microwave/fridge and ovens clean and fat-free. Kitchen floors swept. Crockery and cutlery washed/dried and put away. Toilet cleaned. Carpets vacuumed. Obvious spills and stains removed. Any furniture moved should be restored to original position. Barbeque clean and fat-free. We reserve the right to retain a proportion of the damage waiver deposit if the facilities are not left clean and tidy as this impacts changeover timing.

- Please report any breakages or failure of equipment **IMMEDIATELY**, so it may be repaired as soon as possible. We will endeavour to manage any repair/breakage during your stay so that you are not disrupted in any way. This is only possible if you make us aware of any issues. Any breakages or damage must be reported and paid for by yourselves.

Customer service:

- Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any problem or cause for complaint it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you return in the future! A guest book is available for those wishing to leave comment for future guests.

Damage waiver:

We have introduced a damage waiver for guests. We ask that a refundable deposit of £100 is paid, 4 weeks before arrival at the same time that the final balance payment is made. The amount of £100 will be full refunded (either by cheque or bank transfer if preferred) following departure of the guests provided that the cottage has been left in a clean, presentable and tidy manner with no breakages.

Data protection:

- In order to process your booking we need to use the information you provide such as name, address, etc. Proper security measures are in place to protect your information and we will not pass any information onto any third party.

Dogs:

- For the comfort of other guests, dogs are **ONLY** permitted by prior arrangement and we reserve the right to decline a booking at any time (in particular during the months of July and August). There is a restriction of one dog – however, an additional dog may be allowed subject to certain conditions. An additional payment of £35 is required for each dog per week. An additional damage waiver deposit of £150 may be required (refundable). Dogs are permitted in the kitchen area **ONLY** and are **NOT** allowed in the dining room or lounge or upstairs.
- Dogs must be kept under control at **ALL** times and must be exercised off the premises where possible. At **NO** time should any dog be left alone in the cottage.
- Due consideration should be given to neighbours **AT ALL TIMES**.
- Owners are required to clean up after their dogs in all areas of the garden (including neighbouring garden areas) for health and safety reasons and in consideration of other guests. Dangerous dogs of any kind will **NOT** be tolerated. Respect should be given to neighbours in respect of noise/disruption.
- Dogs are welcome on Harlyn Bay beach but owners must ensure that they clean up after their dogs. This will safeguard others users of the beach and ensure it remains open in the future.

Emergency contacts:

- If you have any immediate issues please contact Lisa/John on 07496 015489.
- For maintenance issues, please contact Andy Reekie on 07970 548059.
- For domestic/housekeeping issues, please contact Julie Spicer on 07875 308633.

Heating/fuel:

- The cottage has a new oil central heating system and this is usually pre-programmed according to the weather conditions/time of year. A supply of logs is available from the coal bunker should guests wish to light the fire in the lounge and matches/firelighters can be found on the ledge above the kitchen door (out of easy reach). Please replace if running low for the benefit of other guests.

Holiday insurance:

- Cancellation insurance is recommended as the full rental will be payable in the event of a late cancellation if we are unable to re-let the property. You are recommended to take out suitable cover due to the risk of unavoidable cancellation.

Keys:

- The collection arrangements for the key will be confirmed at time of final confirmation.
- A charge may have to be made if any keys need replacing.
- If you have any problems with entering the cottage, please contact 07496 015489.

Liability:

- Your vehicles and their contents are left at your own risk. The proprietors will not be responsible for the loss or damage thereof or thereto from any cause whatsoever.
- The proprietors cannot be held responsible for any loss, damage or accident sustained at Hesselwood Cottage this includes any accident or personal injury arising from any persons staying at the cottage. Guests are advised that children under the age of 16 years must be accompanied by a responsible adult at all times. At no time must a dog be left unattended in the property.

Occupancy:

- The cottage is equipped to accommodate 6 people and under no circumstances may the total number in your party exceed this.

Parking:

- The parking area is towards the rear of the cottage and there is ample parking for 2 or 3 cars on the driveway.

Payment:

- A deposit of 50% of the total rent is required at time of booking and a receipt will be sent to you confirming your booking. If there is less than 6 weeks before the booking date, then the total balance is due at the time of booking.
- The balance of rent is payable 4 weeks prior to your arrival (a reminder may not be sent).
- Cheques should be made payable to **Mr J L Hellyar**.

Rubbish/recycling:

- Wheelie bins will be collected by our caretaker on a Sunday evening and then returned Monday (may be subject to change e.g. Bank Holidays). Any rubbish must be contained in a black bin liner and NOT put into the bins loose. Any loose rubbish will NOT be collected.
- A new recycling system is in place and is collected on a two-weekly basis on a Monday by the caretaker.. We would like to encourage recycling wherever possible but appreciate that the Cornwall system may be very different. Coloured bags are clearly labelled with the correct contents – the waste company will NOT remove recycling if it deviates from the bag labelling. Bags can be found in the garage. A black box is provided for glass bottles. We apologise that the frequency is two-weekly but this is out of our control. Full recycling facilities are available in Padstow should you prefer that method.

Smoking policy:

- A 'no smoking' restriction is in place inside the cottage and within the garden areas close to the cottage. Any rubbish associated with smoking must be appropriately and safely tidied up in consideration of other guests and neighbours.

Wi-Fi/telephone:

- A Wi-Fi connection is available free of charge (subject to reasonable use and within monthly usage limits) and details of the network key/password will be provided. There is a limit on download space, so please ensure this is not abused.
- For your benefit and convenience, there is also a telephone which is available to guests for **INCOMING** calls only (01841 520070). Additional charges will apply to guests making outgoing calls. ALL charges will be subject to reimbursement as necessary. We would kindly ask guests not to abuse this facility.

Please note, these booking conditions are subject to change at any time.

Should you require further information please contact Lisa or John on 01531 636096/07496 015489.

Address: 9 Frost Road, Ledbury, HR8 2 UW

Web: www.hesselwoodcottage.com

Email: hesselwoodcottage@hesselwoodcottage.com