

Terms & Conditions (including payment details)

Please read these terms and conditions before booking your holiday cottage. If you have any questions about them, please do not hesitate to contact us.

The Boutique Cottage Company limited (Company number 12980696) (“The Owner” or “we”/”us”) of the property (meaning the holiday cottage). Once the holiday confirmation is issued, this contract is between you (“the Occupier” or “you”), and the Owner.

The Occupier is the person named on the booking form, and he/she is responsible for the obligations and conditions of hire. The Occupier shall not pass the booking to another party and shall be in residence at the property during the whole of the letting period. The Occupier must notify The owner of any changes to the number of people or pets staying at the property in writing before the booking starts.

Booking

A booking can be made using the online reservation system. If you don't have access to the internet or would prefer to discuss your holiday preferences, please email us at hello@theboutiquecottageco.co.uk or call 07977 195945

Payment

A booking deposit of 30% of the cost of the holiday (including the cleaning fee) will be taken within 24 hours of making your booking and can be paid by debit card or credit card. The booking is only confirmed after the deposit is received and a Booking Confirmation email sent from the owner to the Occupier. You should read the confirmation details carefully and contact the Owner immediately if anything is incorrect.

The remaining balance is payable 30 days before the start of your holiday. For bookings made less than 30 days before the start of your holiday, the total is payable at the time of booking. If the balance of your stay is not paid by the due date, the Owner shall be entitled to cancel the reservation and the Occupier will forfeit the deposit. We will attempt to re-let the property, but should it remain empty the occupier will also be liable for the remaining balance.

Use of the property

- The Occupier will usually have access to the property from 3pm on the arrival day.
- The Occupier must depart the property by 10am on the departure day.

- The Occupier must abide by the arrival and departure times provided by the Owner.
- Stag or hen party groups and unaccompanied teenagers are not permitted at any of the properties.
- All children staying at the property must be accompanied by their parents or legal guardians at all times
- A maximum of 2 medium size dogs at any one time.
- Our property is non-smoking, this includes vaping and all forms of cigarettes. You are only able to smoke in the garden area. Ashtrays are provided.
- Any electrical items brought into a property, such as charging devices, hair straighteners, kitchen equipment etc. must be in good working order and be safe to use.

The above conditions must be adhered to at all times.

The Owner reserves the right to terminate the Occupier's stay if they or members of their party display unreasonable behaviour, cause nuisance to other parties or damage to the property, or if the number of persons occupying the property exceeds the maximum stated. The contract is personal to the Occupier. The property shall not be used for any commercial purposes. This booking is granted by the Owner to the Occupier for the Holiday Period and is not intended to create the relationship of Landlord and Tenant between the parties. The Occupier is granted the right to occupy the property for the holiday period specified but the Occupier has no right to remain in the accommodation after this time and shall not be entitled to any statutory security of tenure. In any of the circumstances in this clause no refunds will be made, and you will have no further claim against the Owner or the Owner.

What's included: Electricity, and Gas supplied to the property, are included in the rent. Fuel for fires and stoves is generally not provided. Bed linen and towels are provided at all properties for the number of people expected at the property, but the Occupier should bring their own beach towels.

Travel cots, are provided and have mattresses but all baby bedding and linen should be brought by the Occupier.

Wi-Fi and Phone Reception: is provided throughout the property. The owner doesn't accept any liability for loss in signal or issues found should a drop in service by the provider be experienced.

Pets

Where pets are permitted you must notify the Owner at the time of booking. The Occupier must ensure that all pets staying at the property are in good health and have been treated for worms and fleas within four weeks of arrival as failure to ensure this may incur additional costs. Dogs must be at least 10 months old and have up to date immunisations. Please bring your own pet bedding, towels for drying your pet, and anything you need to protect the cottage. Pets are not allowed on furniture or in bedrooms and must never be left unattended either inside or outside of the property, nor cause disturbance to neighbours. Pets should always be clean and dry

before being brought into the property. The Occupier must clear up dog fouling and dispose of immediately and remove any trace of the pet's occupation, both inside and outside of the property prior to departure. Failure to do so will incur charges. Although the Gardens described as fully enclosed are not guaranteed to be dog proof, and dogs should not be left outside unattended.

For customers with allergies, we cannot guarantee that the property owner does not have a dog or cat that sometimes occupies the property (even one that doesn't allow pets as standard). We cannot accept responsibility for any suffering which may occur as a result of such animals having been present. Further, although all of our properties are cleaned between lets and 'deep cleaned' at the beginning and end of the season, we cannot guarantee that properties will be completely free from pet hair. The cottage owners cannot be held responsible for dogs off the lead.

Cleaning and damage

The Occupier must agree to take good care of the property and its contents and on departure leave it in a clean and tidy condition. The Occupier will be charged for any additional cleaning required due to the condition that the Occupier has left it in. If a call out is carried out and the fault is due to user error a charge may be made to cover the cost of the call out. The Occupier may not be charged for minor items but is responsible for all breakages and damages and the cost will be payable on demand. All damage, loss or breakage to the property or contents must be reported to the Owner or Owner as soon as possible. The Owner or Owner will repair the damage as soon as is practical. Lost property will be kept for two weeks and if unclaimed it will be donated to local charity shops. We cannot accept any liability for items left at the property.

COVID-19 Cancellation Policy

In the event that the Occupier is unable to proceed with their reservation due to the government guidelines, they will be eligible for either a choice of alternate dates or a full refund back to their payment card.

Cancellations

The Owner will seek to re-let the property for the period of the booking, and if successful the Occupier's payment will be refunded minus a £50 administration fee. If your cancellation is more than 30 days to arrival, you are only liable to pay the deposit amount which is 30% of the value of the booking. If your cancellation is within the 30 days to arrival, you are liable to pay the full amount. If we are only able to re-let part of your cancelled stay or the cancelled dates are re-let at a lower price, then you will receive a part refund. The Owner reserves the right to refuse any booking or to cancel any bookings already made subject to refunding any sums you have already paid. The Occupier will have no further claim against the Owner or the Owner. We strongly advise you to take out either independent holiday insurance as you are liable for the whole holiday cost if the booking period cannot be re-let.

Liability

The Owner shall not be liable to the Occupier or members of his party for any accident, loss, damage, injury, expenses, or inconvenience that may be incurred in connection with the rental howsoever suffered or incurred by the Occupier. We recommend that you insure for such loss.

Circumstances beyond the control of the Owner – Except where otherwise stated in these Conditions, neither the Owner nor the Owner shall be liable for any change or cancellation which is a result of unusual and unforeseeable circumstances beyond its control; for example, fire, flood, exceptional weather conditions and epidemics.

Nothing in these Terms and Conditions purports to limit or exclude liability for personal injury or death as a result of the negligence of the Owner, its owners and sub-contractors (including the Owner). Your statutory rights are not affected.

Complaints

We hope your holiday runs smoothly but if you do have a complaint it is essential that you report it immediately so the Owner can do their best to resolve it.

We cannot accept claims for compensation lodged after departure as it is no longer possible to investigate the problem and take remedial action. Compensation will also not be given where the guest has denied the Owner the opportunity to try to put matters right during a stay.

In both town and countryside cottages you should expect some traffic noise and should check before booking if this is likely to be an issue for you. The Owner shall not be held liable for any sudden invasion of pests, building work noise or disruption coming from neighbouring properties or breakdown of appliances, although any breakdowns will be fixed as soon as reasonably possible. Under no circumstances will the Owner or the Owner's liability exceed the rental paid for the property.

Access to the property

The Occupier should permit the Owner access to the property at reasonable times for inspection or to carry out maintenance and repairs.

Descriptions

Whilst every effort is made to ensure the accuracy of the property details on the website, all statements are made in good faith and are for guidance only. Photos, maps and floor plans are for illustrative purposes only. The Owner cannot be held responsible for changes or mistakes.

Low Occupancy Discount

Low occupancy discounts are offered on the basis that you only access the number of bedrooms booked and paid for. Should it be discovered you have not adhered to this agreement, we reserve the right to charge the equivalent of the full value of the booking.

The Law

Any disputes between you and the Owner will be governed by the exclusive law of the English courts.