

## Newton Grange Holiday Cottage Terms and Conditions

### Reservations & Deposit

A non-refundable deposit equivalent to 25% of the cost of the holiday cottage stay is required to secure a reservation to stay in Newton Grange Holiday Cottages.

For bookings made less than 6 weeks before the start date of the stay, the total cost of the stay is payable in full to secure a reservation.

### Payment

Payment is accepted by bank transfer, cheque (payable to 'John Howard Estates') or by debit/credit card.

### Balance

The balance is payable in full 6 weeks prior to the start date of the stay.

In the event of payment not being received 6 weeks prior to the start date; the owner reserves the right to cancel the booking and retain the deposit.

### Booking Confirmation

Reservations will be confirmed to guests after the following details have been provided:

1. Payment has cleared
2. Full contact details are provided (Contact name, address, telephone number, email address (if used))
3. Guest occupancy numbers (Adults, children and infants)

A reservation is not confirmed until the above information has been received.

### Cancellations

It is advised that guests take out Holiday Cancellation Insurance to cover any need that they might have to cancel their stay before the arrival day.

Guests are reminded that a booking is a legally binding contract and they are liable for the costs incurred. All payments, once made, are non-refundable and this includes the payment of the balance if the cancellation occurs within 6 weeks' of the arrival day.

Newton Grange Cottages reserve the right to cancel a booking forthwith without liability on its part in the event of damage or destruction to the Holiday Cottages by fire or other causes, any shortage of labour, or any other cause beyond its control that prevents it from performing its obligations in connection with any reservation. In such an event, Newton Grange Cottages will refund the full amounts paid by the guests up until the point of cancellation.

### Arrival Time

The cottages are available from 4pm on the arrival day.

Guests are very welcome to contact Newton Grange Holiday Cottages the day before their arrival day to find out whether earlier check-in times can be accommodated or not.

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### Departure Time

On the day of departure guests are requested to vacate the cottages promptly by 10am.

### Breakages and Spillages

Guests are asked to report any breakages or spillages that occur as soon as possible during their stay, so that they can be remedied as soon as possible.

Newton Grange Cottages reserves the right to invoice guests following departure for any damages incurred.

### Maintenance and Repairs

The owner and its housekeeping staff shall be allowed access at any reasonable time in order to carry out any maintenance or repairs in the cottage. Where external contractors are required to remedy urgent repair/maintenance issues that arise during the time of the stay, access arrangements will be discussed and agreed with guests.

### Guest Numbers

The number of people staying in the cottages (adults, children or infants) must not exceed the maximum number permitted in each cottage. The maximum guest numbers are as follows:

- Mickleber Cottage – 6 people (+ 1 infant under 2 years, if accommodated in a travel cot)
- Nuttleber Cottage – 6 people (+ 1 infant under 2 years, if accommodated in a travel cot)
- Turnbers Cottage – 4 people (+ 1 infant under 2 years, if accommodated in a travel cot)
- Hulber Cottage – 4 people (+ 1 infant under 2 years, if accommodated in a travel cot)
- Newton Cottage – 2 people (+ 1 infant under 2 years, if accommodated in a travel cot)
- The Hermitage – 2 people (+ 1 infant under 2 years, if accommodated in a travel cot)

Guests are required to provide occupancy numbers for each cottage on the Booking Form ahead of their arrival day. Any changes to occupancy numbers between the time of booking and arrival day need to be notified in advance to Newton Grange Cottages.

Adhering to occupancy numbers is essential to meet our fire safety and insurance requirements.

Guests are not permitted to bring their own additional mattresses or blow-up beds to the cottages.

If the number of people (adults, children or infants) staying in the cottages are found to exceed the maximum guest numbers permitted for each cottage (as stated above), cottage guests will be asked to leave the site immediately. No refunds will be given.

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### **Pets**

Pets are not permitted in Mickleber, Nuttleber, Hulber, Turnbers and Newton Cottages.

Pets are permitted in "The Hermitage" where a maximum of two dogs can stay.

Pet owners are asked to keep their animals under close control and supervision at all times whilst staying in "The Hermitage".

Pets should not be left unattended in "The Hermitage" at any time.

Pet owners are asked to keep their dogs on leads whilst walking through our farmland where sheep and lambs graze.

If sheep and lambs are being moved around the farm site by the shepherd, farm staff and the sheep dogs, guests are asked to keep their dog/s under particularly close supervision and on a lead if they are outside.

### **Smoking**

Newton Grange Cottages are non-smoking premises.

Smoking is not permitted inside any of the cottages.

Smoking is not permitted at the top of the stairs to Nuttleber Cottage or on its balcony.

Guests smoking outside the cottages are kindly asked to dispose of their cigarette butts safely and not to drop them on the ground.