

BOOKING CONDITIONS & INFORMATION

1. It is a condition of acceptance of any booking that guests will take good care of the house and its contents and vacate it by 10.00am on their final day, leaving it clean and tidy. Any damage or breakages must be paid for.
2. Bookings are normally from Saturday to Saturday, commencing at 3.00pm and ending at 10.00am. unless any special arrangement has been made by us in writing. Please adhere strictly to these times in order that the house is ready for you and also for those who come after you. It may be possible to arrange shorter breaks in the winter months.
3. Once the receipt of the Booking Form and deposit has been confirmed, the guest is legally responsible for the balance of the rental even if, for any reason, they cancel the holiday. If you tell us that you have to cancel, we will try to re-let and if we succeed only the deposit will be forfeit. If we do not succeed the full rental is payable (not of course any extras). For this reason we recommend that you consider taking out Holiday Cancellation Insurance. Please pay any outstanding balance for your holiday not later than six weeks before it is due to begin. We do not normally send a reminder but we will acknowledge receipt of your final payment and send you directions for finding the cottage and for obtaining the keys.
4. Holly Howe is furnished to accommodate 5 though a maximum of 6 is possible.
5. If you wish to alter the number of guests booked: please ensure that you notify us before your arrival.
6. Bed linen is provided (but not towels) and is included in the rent. Guests will find their beds made up ready on arrival but it would be helpful if you would strip them before departure.
7. One or two well-behaved dogs are welcome at an additional cost of £10 per dog per week provided that:
 - a. The dog is not allowed on any furniture
 - b. The dog is never left unattended in the house or garden
 - c. The dog does not cause annoyance to our neighbours
 - d. No evidence of the dog having stayed is left in the house or garden after departure.
8. As a courtesy to other guests we would ask that you do not smoke in the house.
9. As High Gale is a private road we have our own parking space for one car, but only one car, at the front of the house. Residents in the Gale co-operate over parking to ensure general access and mutual convenience. There are strict local rules about parking; this is why we need to know about your car and if you plan to bring a second car. If you do, please ask about this when you book and we will give you guidance about additional parking nearby.
10. Holly Howe is provided with a telephone (no.015394 31891) for incoming, local and 999 calls only. It is possible to use a BT Chargecard to make any outgoing call.
11. If guests have any problems with the house or any complaints or accidental damage to report, then please do not hesitate to speak to our Managers, Lis and Davie. Phone nos. (015394) 33201 or 07929927403 or phone us. No complaints unreported during your stay can be dealt with after the completion of your holiday.
12. We are unable to accept any liability for any loss, damage, sickness or injury however sustained by any guest.
13. Whilst we make every effort to describe Holly Howe accurately in our notes and in any conversation, we cannot accept any liability for any misunderstandings about it that may arise.
14. Though it is improbable that we should ever consider it necessary, we have to reserve for ourselves and for our Managers the right to enter the house or garden at any time, with your permission of course, if this is possible.
15. If in our opinion or in the opinion of our Managers guests are failing to take reasonable care of the house or its contents or are causing a nuisance, then they may be asked to leave immediately and any refunds will be entirely at our discretion.
16. In the unlikely event of Holly Howe being booked but becoming unavailable through no fault of ours (e.g. by fire damage), then we shall tell you immediately and all rents paid will be refunded in full. But no further claim against us can be accepted.