

Olde Pensipple Holiday Cottages

Terms and Conditions

Holiday cottages

In these terms and conditions “You” or “Your” refers to the person named in the confirmation invoice. “We” or “Us” refers to Olde Pensipple Holiday Cottages.

Please read these terms and conditions carefully before making a booking.

- 1 Your booking
 - 1.1 The person making the booking is responsible for all members of your party. The person making the booking must be at least 18 years of age when making the booking
 - 1.2 Your contract with us begins when we issue you with your confirmation invoice.
- 2 Paying for your booking
 - 2.1 Full payment for your booking must be made at least 30 days before your check in date.
- 3 Pricing and fees
 - 3.1 The rates for our accommodation are as shown on oldepensipple.com.
 - 3.2 There is a £20 pet fee
 - 3.3 Our rates cover a maximum of two guests. For each extra guest up to a maximum of four there is a £10 per night per extra guest fee.
 - 3.4 For parties of two guests, if you wish to use the futon bed then there is a linen charge of £12. If your party has 3-4 travellers then this fee is included in the "extra guests fee".
- 4 Cancellations
 - 4.1 A sixty day notice is required for cancellation.
 - 4.2 Cancellations that are made more than sixty days prior to the arrival date will incur no penalty.
 - 4.3 Cancellations that are made between sixty days and thirty days prior to the arrival date will incur a 50% penalty.
 - 4.4 Cancellations or changes that result in a shortened stay, that are made within 30 days of the arrival date, forfeit the full advance payment. The damage deposit will be refunded.
 - 4.5 Cancellation or early departure does not warrant any refund of rent.
- 5 If we need to change or cancel your booking
 - 5.1 We do not expect to make changes to your booking and will only do so if it is unavoidable e.g. for emergency repairs.
 - 5.2 If we do change or cancel your booking then we will offer you any alternative accommodation. If no alternative accommodation is available or desired then we will refund the full payment made to us for the booking.
- 6 Visitor standards and behaviour.

- 6.1 You must only use the accommodation for the purposes of your holiday. You must not use the accommodation for any other purpose.
 - 6.2 You must keep the accommodation and its contents clean and tidy and leave them in the same condition as when you arrived.
 - 6.3 You must not cause any nuisance or annoyance to any neighbours or anyone else during your stay.
 - 6.4 There is no smoking in any of our cottages. You must also not use candles, fireworks or Chinese lanterns.
 - 6.5 Drones and other flying vehicles are not permitted except by prior arrangement.
 - 6.6 Parking is limited to one space per cottage.
- 7 Dogs
- 7.1 Dogs are allowed in our cottages by prior arrangement only.
 - 7.2 Only one dog is permitted per booking except by prior arrangement.
 - 7.3 No other pets are allowed.
 - 7.4 Dogs must not be left unattended at any time during your stay.
 - 7.5 Dogs are not allowed in the bedroom.
 - 7.6 Dogs must be kept on a lead around the grounds.
 - 7.7 There is a pet fee of £20.
- 8 Maximum Occupancy
- 8.1 No more than 4 guests per booking.
 - 8.2 You must not bring additional camp beds to the cottage or allow tents, caravans or camper vans without prior permission.
- 9 Damage to the cottage or its contents.
- 9.1 If you discover that anything is missing or damaged on arrival at your accommodation you must notify us immediately on 01503 240212. If you do not notify us we will assume that you caused the relevant damage or loss.
 - 9.2 You will be responsible for the cost of any accidental damage you or your party cause to the property or its contents in excess of your damage deposit.
 - 9.3 You will be responsible for 100% of the cost of any non-accidental damage you or your party cause to the property or its contents.
- 10 Our right of access
- 10.1 If there is an emergency then we reserve the right for us or our contractors to enter the cottage to effect repairs. You will be informed of this as soon as practically possible.
- 11 Our right to evict
- 11.1 We may terminate our contract with you and ask you to leave your accommodation immediately (without any compensation being payable) if:
 - 11.1.1 We consider that you or your party have committed a serious breach of these Terms and Conditions.
 - 11.1.2 We consider that your or your party's behaviour endangers the safety of our visitors or staff.
 - 11.1.3 Any complaints are made of anti-social or unacceptable behaviour against you or your party.

- 11.1.4 You or your party cause an unreasonable amount of damage to the property or its contents.
 - 11.1.5 You exceed the maximum occupancy limit for your accommodation.
 - 11.1.6 Your group contains more guests than have been booked.
- 12 Events beyond our control
- 12.1 We will not be responsible for any failure to perform our obligations under these Terms and Conditions that is caused by an event outside our control.
 - 12.2 An event outside our control means any act or event that is beyond our reasonable control, including without limitation fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks.