

CRUMBLE COTTAGES

BOOKING TERMS AND CONDITIONS AS OF 17/7/23

Your cottage:

CRUMBLE COTTAGE	
UPPER CRUMBLE + Hot Tub	

Your details:

Guest 1 Name		
Guest 2 Name		
Address		
Postcode		
Telephone	Home	Work/Mobile
Email		

Your Booking:

Number in party	Arrival date	Departure date
Please note no pets		
Do you have any special requests – such as late arrival, special celebration etc.?		
I wish to book Upper Crumble/Crumble Cottage for the dates indicated above. I understand and agree to the Booking Terms and Conditions attached.		
Signed:	Date:	

Payment:

You can pay by cheque, Paypal or direct bank transfer – please ask for details		
25% Deposit – required to secure booking		
Returnable breakages deposit		
Full payment due 6 weeks before arrival		

It really helps us if you can tell us where you heard or found out about us:

Sawdays OD / Homeaway CoolStays Facebook Elite ABB
Google Instagram Word of mouth Other

Please email or post completed form to:

Sarah Byrne, Beckside Cottage, Beckside, Cartmel, CUMBRIA LA11 7SP

For our use:

Car Reg	Deposit paid	Breakages Deposit paid	Balance due
		Breakages deposit returned	Balance paid

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Thank you for coming to stay at Crumble Cottages. We are sure you will enjoy your stay. To make sure everyone is clear on where responsibilities lie we have drawn up the following terms and conditions that apply to your booking. This forms the terms of a legally binding contract between us and you.

1. **BOOKINGS/PAYMENT:** Your booking is provisional until we have received your completed booking form and your payment and we have acknowledged this by writing or email. If your reservation is made less than 6 weeks before your expected arrival date we require full payment plus a £100 damages deposit. If your booking is made more than 6 weeks before your expected arrival date we require a 25% non-refundable booking deposit. The remaining 75% due plus a £100 damages deposit must be paid at least 6 weeks before your expected arrival. In the event that we have not received your balance 6 weeks before your arrival date this will amount to you cancelling your booking and forfeiting your deposit. By making the booking you confirm that you have the authority to accept these booking terms and conditions on behalf of all persons included in the booking including those that may be substituted at a later date to the effect that all persons occupying the cottage(s) during your booking will be bound by and will implement these booking terms and conditions. You confirm everyone who will occupy the cottage(s) is over 18 years of age and that you are one of the persons who will be occupying the cottage(s) during your hire of the cottage(s). You will be responsible for all persons who occupy the cottage(s) during your hire.
2. **CANCELLATION BY YOU:** CANCELLATION must be made initially by telephone and confirmed in writing or email. The booking deposit including any fees is not refundable in the event of you cancelling your visit. If you cancel within 6 weeks of your arrival date you will not be eligible for any refund, however we will attempt to re-let the cottage(s) on your behalf and refund you any amount we can re-coup less any costs or discounts incurred. In this event your £100 damages Deposit will be returned to you. Please contact us immediately if you think you may have to cancel. We can then try and re-let the cottage(s) as quickly as possible. **We strongly advise and recommend that you take out travel insurance that provides cancellation cover.**
3. **CANCELLATION BY US:** If we are forced to cancel your booking for reasons out of our control (excepting those imposed by Government action or advice) we will try to find you alternative accommodation in the area. If we cannot find suitable accommodation or you do not wish to accept this offer then we will refund the monies you have paid to us. We do not accept responsibility for any other costs you incur or monies you lose due to our cancellation and we will not be liable for any further payments such as cancellation of travel arrangements.
4. **SUITABILITY:** We may decline to hand over the cottage(s) if we have justifiable grounds to believe that you or any of the persons included in the booking are not suitable to occupy the cottage(s). If any booking is cancelled for this reason then 50% of the booking amount will be returned to you less any transaction charges and agency fees we may be liable to pay. You will not be entitled to any compensation or damages for cancellation of your booking for this reason.
5. **DAMAGE BREAKAGES OR LOSS:** We know that accidents happen and that mistakes are made, however you will be responsible for any losses, breakages or damages to the cottage(s) and/or the contents of the cottage(s) during your stay. We will deduct the cost of any losses, damages or breakages from your damages deposit and will pursue you for any costs that exceed this amount. We will also charge you for loss of earnings should we be unable to let the cottage(s) as a result of any breakage or damage. Please inform us as soon as possible if any breakages or damages occur so that we can come to an amicable agreement on how to proceed.
6. **DAMAGES DEPOSIT:** A damages deposit of £100 must be paid with your balance at least 8 weeks prior to your arrival and will be refunded within 10 days of your departure unless there has been damage or breakages when the cost of any damage or breakages will be deducted and the balance refunded to you. This includes cleaning due to smoking or pets in the property.

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7. **KEYS:** You will be provided with a set of keys for Crumble Cottage(s). It is your responsibility to ensure the security of the cottage(s) and contents during your stay. Please tell us immediately if you lose a key. The cost of replacing any keys you lose will be deducted from your security deposit.
8. **LINEN:** We will provide you with bed linen, towels and tea towels sufficient for your stay. Please tell us if you require extra bedding or pillows. Please inform us immediately if the bedding has become damaged or badly soiled. Damage to the bedding or mattress will be your responsibility and will be deducted from the security deposit.
9. **WASHING AND CLEANING:** We do not provide washing up liquid, powder, toiletries or food. We hope you respect the cottage(s) and the high standard of fixtures and fittings by keeping them clean and tidy.
10. **DIGESTER TANK:** The cottage(s) is serviced by a digester tank. Flushing anything other than human waste or toilet paper will damage and block the system. Please use sanitary bags and bins provided. Do not flush cotton buds, tampons, sanitary towels or incontinence pads down the toilet.
11. **REFUSE:** We have re-cycling facilities in the car park and expect our guests to respect the environment.
12. **CAR PARKING:** You may offload your vehicle at the cottage(s) but it must then be parked in our car park and not outside the cottage(s). The car park is 20 metres from the cottage(s). We do not accept any responsibility for your car, it's contents or your own safety whilst you use the car park.
13. **BIKE WASHING:** We can provide bike wash down facilities (water) and secure storage – please ask.
14. **ELECTRICITY AND LOGS:** We will provide you with the makings of two fires. Thereafter you must provide your own logs or we can source them for you at cost. NO COAL is to be used in the wood burning stove. The electricity is provided as part of your holiday let.
15. **BROADBAND AND MOBILES:** Broadband and mobile reception at the cottage(s) is variable and is sometimes rather slow and erratic. We do not guarantee broadband and as such it is not chargeable.
16. **ARRIVAL/DEPARTURE:** You can arrive at the cottage(s) from 3:30pm on your arrival day. You must leave the cottage(s) and remove all your items from the property by 10am on your departure day. The cottage(s) must be left in a clean and tidy condition. You will be charged for any specialist cleaning should we feel it is required.
17. **MAXIMUM GUESTS:** Crumble Cottage(s) only accommodate 2 adults each. Under no circumstance should this be exceeded. You are not allowed to entertain any extra overnight guests in either Crumble Cottage or Upper Crumble. If it is found that this has happened you will be charged an additional amount determined by us. We may also request that you leave the property immediately. You will not be entitled to any refund of the hire cost for the cottage(s) in these circumstances.
18. **NO SMOKING/VAPING POLICY:** We have a strict No Smoking/Vaping policy. If we find someone has been smoking in either cottage we will ask you to leave immediately. You will not be entitled to any refund of the hire cost for the cottage and we will retain the security deposit to cover professional cleaning.
19. **NO PETS:** We do not accept pets and make this clear on our publicity. If you arrive with pets we reserve the right to terminate your stay. You will not be entitled to any refund of the hire cost for the cottage(s) in these circumstances and we will retain the damage deposit to cover professional cleaning.
20. **RESTRICTIONS:** You must not use the cottage(s) for any purpose other than of a private holiday let, nor alter the cottage(s) or its contents or remove any contents from the cottage(s), nor use any flammable materials, fireworks or candles in or on the cottage(s) and keep the cottage(s) in a clean tidy state.

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21. **EMERGENCY ACCESS:** At our request you will allow us access to the cottage(s) during your stay to deal with any emergencies or urgent repairs. If we suspect or know there is an emergency we reserve the right to gain immediate access using our key.
22. **YOUR BELONGINGS:** Your belongings are your responsibility and we will not accept any liability for damage to you or your belongings during your stay unless caused by our negligence or the negligence of our employees or contractors.
23. **DATA:** Data collected by us from you will be stored in accordance with current data protection legislation.
24. **AMENDMENTS BY US:** The details of the cottage(s) and photographs in our brochure were correct at the time of going to print. We reserve the right to alter the cottage(s) and the details in our brochure and website at any time. If we have made material changes to the cottage(s) between your booking and your arrival date which may have a material impact on your enjoyment of the cottage(s) we will always try to contact you to discuss the changes. Unforeseen circumstances and changes in the law may require us to make changes to these booking terms and conditions.
25. **COMPLAINTS:** We hope you never need to complain, but if you have a complaint it must be made to us during your stay so we can try and address the situation to our mutual satisfaction during your stay.
26. **LAW:** We agree that your booking will be governed by and construed in accordance with the laws of England and we agree to submit to the exclusive jurisdiction of the English Courts.
27. **HOT TUB BOOKINGS ONLY:** The following are in addition to the main Booking Terms and Conditions.
28. **BOOKING:** Use of Hot Tub and Hot Tub Area is by prior arrangement and booking only.
29. **TIMES OF USE:** The Hot Tub Area is available from 10:30am until 8:30pm
30. **LENGTH OF USE:** Medical advice is that you only stay in the hot tub for maximum 30 minutes
31. **ALCOHOL:** Medical advice is that you do not consume alcohol before or whilst using the hot tub.
32. **PREGANCY:** Medical advice is that expectant mothers should not use the hot tub.
33. **GLASSWARE:** No glassware is allowed in the hot tub area (we provide plastic glasses for your use)
34. **FOOD:** Medical advice is that you wait for at least 30 minutes after eating before entering the hot tub.
35. **PERMITTED GUESTS:** The hot tub and hot tub area is solely for the use of residents at our cottages. Any use by non-residents will result in closure of the hot tub area.
36. **CONTAMINATION:** Should the water in the hot tub require changing as a result of contamination you will be charged for this service and any consequential loss of earnings. Any fake tan, hair product, body lotion or fabric conditioner will contaminate the water.
37. **FAKE TAN:** DO NOT use the hot tub less than two weeks after applying fake tan.
38. **SHOWER AND RINSE:** All users must shower and also rinse their costumes before using hot tub.
39. **TOWELS:** DO NOT use the cottage towels. Please bring your own towels, flip flops and robes.
40. By booking our hot tub you agree to adhere to the above terms, conditions and medical advice.