



Bear's Cottage
67 Main Street
Bretforton
Nr Evesham
WR11 7JH

BOOKING TERMS & CONDITIONS

Effective 22nd June 2020

General Terms

- 1) Check-in time is after 4pm on the day of arrival and checkout is by 10am on the day of departure (no early check-ins/late departures).
- 2) The number of guests staying in the property must not exceed the number of guests confirmed on the booking invoice.
- 3) Under no circumstances can the guest sub-let the property.
- 4) No smoking/no vaping is permitted inside the property or in the garden of the property.
- 5) No burning of candles (battery operated candles permitted).
- 6) All windows and the front door to be locked whenever guests leave the cottage and keys replaced in the key safe.
- 7) No pets or animals/creatures of any description are allowed at the property or in the garden of the property.
- 8) In light of Coronavirus and in line with Government recommendations, for your protection and safety we do not permit outdoor shoes/boots to be worn indoors. Please bring indoor slippers with you to wear in the cottage.
- 9) Any damage to the property or contents must be paid for.
- 10) The duration of the rental period is set out in the invoice and on the departure date the keys must be returned to the key-safe.
- 11) The owners will not be liable for:
 - a) any defect or stoppage in supply of public services, nor in respect of any equipment, plant or appliance in the property.
 - b) any loss, damage or injury which is the result of adverse weather conditions beyond the control of the owners.
 - c) any loss, damage or inconvenience caused to or suffered by the guest if the Property shall be destroyed or damaged before the start of the rental period.

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Payment Terms

- 1) An initial deposit of 25% of the total cost of the booking to be paid within 7 days of the date on the invoice.
- 2) The outstanding amount of 75% in final payment to be paid 60 days prior to the arrival date.
- 3) If payment is not received by the owner in the time scale as detailed then the booking will be cancelled.
- 4) Payment can be made by cheque or bank transfer.

Cancellation Policy

All cancellations must be sent in writing by the guest and received by the owners as soon as possible from which date the cancellation policy will take effect

- 1) 50% refund of the initial deposit received for cancellations more than 61 days prior to check-in date.
- 2) 25% refund of the amount received for cancellations from 60 to 29 days prior to check-in date.
- 3) No refund between 28 days and check-in date.
- 4) Where a booking is paid for by individual guests, if one or more guests cancel the full rental is still due as per the booking invoice unless the booking is cancelled in its entirety in which case the Cancellation Policy will take effect from the date the owners receive cancellation in writing.
- 5) If you experience travel delays please contact the owners as soon as possible, if you do not make contact and you have not checked-in by 3pm the following day after your expected arrival we will presume that you have cancelled your booking.
- 6) We strongly advise that you take out holiday travel insurance in the event that you have to cancel your reservation.
- 7) In the unlikely event that the owners have to cancel your booking then you will be advised in writing and a full refund of all monies paid will be given.