

Coachman's Loft, West Witton

Terms and Conditions

1. **Guest Responsibilities.** Guests must agree to take good care of the Loft and leave it in the clean and tidy condition in which they found it.
2. **Arrival / Departure.** The Loft is available from 4 p.m. on the first day of your holiday. Guests are asked to vacate the property by 10am on the day of departure in order that the Loft can be prepared for incoming guests.
3. **Booking Conditions.** A deposit of £100 is payable at time of booking with the balance due a minimum of 30 days before the arrival date. Bookings made within 4 weeks of your proposed arrival are payable in full at the time of booking.
4. **Occupancy.** The Loft sleeps 2 very comfortably but can occupy a maximum number of 4 people on request. This includes children and babies.
5. **Damage / Breakages.** Guests are responsible for any breakages or damage that occurs accidentally or otherwise to the property, furniture, fittings & equipment. Guests are asked to report damages / breakages to the owners before the end of their holiday in order that a settlement can be agreed.
6. **Cancellation Policy.** Deposits and payments are returnable under the following circumstances;
100% refund for cancellations more than 90 days before arrival.
50% refund for cancellations made more than 45 days before arrival.
Customers are advised to take out holiday insurance cover as protection against cancellation.
Covid 19 Holidaymakers who cancel at least 14 days before check-in will get back 100% of the amount paid. If they cancel between 7 and 14 days before check-in, they will get back 50%. Otherwise, there will be no refund. This part of the policy will apply until 31st October 2020.
7. **Cancellation by ourselves.** In the unlikely event that, due to extreme circumstances beyond our control, the Loft becomes unavailable a full refund will be given. We shall not be under any other liability.
8. **Utilities and Appliances.** The owners will not be held liable for utility service failure or appliance breakdown however every effort will be made to rectify / repair in such circumstances.
9. **Liability.** No liability will be accepted in respect of damage to customer's baggage, belongings or vehicles and contents during their stay at Coachman's Loft.
10. **Pets.** Unfortunately pets are not allowed.
11. **Waste and Recycling.** Guests are requested to put their rubbish into the appropriate container as follows: Grey wheelie bin for general waste, green box for plastic containers and cans, black box for glass containers and please leave paper, magazines and card in the lobby at the end of your stay.
12. **Smoking.** Smoking is not permitted in the loft or anywhere in the garden
13. **Candles.** To reduce the risk of fire, the lighting of candles is not permitted in the loft.

March 2019