

Important Information for self catering guests

Arrival: The cottage will be available from 4pm onwards on the first day of your holiday- This gives us sufficient time to prepare the property for your arrival. Earlier access may occasionally be available by prior arrangement.

We would be grateful if you would vacate the property by 10am on the day of departure, unless otherwise agreed, leaving it reasonably clean and tidy.

N.b. It is helpful for you to contact us a few days before your holiday to confirm arrival arrangements, and to discuss any particular requirements

Inventory: The cottage is fully equipped and furnished, including all linens, towels, and cleaning materials.

If you arrive and find things are not as they should be, or something breaks down during your stay, please contact the house immediately, so that we can sort it out for you at the earliest opportunity.

Pets: We regret that we are unable to accommodate pets.

Cleaning: You should leave the property in a reasonably clean and tidy condition. It is essential that we have time to prepare it for the next guests, and your co-operation in this respect is very much appreciated. Guests will be liable to a surcharge for exceptional damage.

Cancelled Bookings: If you require to cancel your holiday, rent paid for holidays which are cancelled before the start of the holiday and then successfully rebooked with us will be refunded in full.

N.B. If you need to cancel your holiday, please tell us immediately, so that we can make appropriate arrangements. We strongly advise that you make arrangements for your own **holiday cancellation insurance**

Special Requirements: Please discuss your particular needs with us, and also note them on your Booking Request Form. If a cot and/or high chair is required, please be sure to state this clearly on the Form.

(Please note that the properties are not “child-proofed” and may not be suitable for very young children without parental supervision.)

Garden Cottage has ramped access, a double bedroom downstairs, and may be suitable for guests with impaired mobility. Guests with mobility or other specific needs should contact us directly for information.