

Welcome to our Guest Terms & Conditions. By making a booking, you agree to these terms and conditions, which form a legally binding contract between you (the Guest) and us (the Owner). Please read them carefully.

Booking: The Guest who makes the booking is responsible for all persons included in the booking and must ensure that they are all aware of these terms and conditions. We reserve the right to decline any booking or refuse to hand over a key to any person who has not complied with these terms and conditions. The contract is deemed to have been made once you (the Guest) have paid a deposit, and you must be over 18 years of age at the time of booking.

Payment: If you make a booking more than six weeks before arrival, we require a deposit of 25% of the total cost of the holiday unless a different amount has been agreed upon between us. The balance is due six weeks before the holiday commences. For bookings made less than six weeks before arrival, the total amount is payable in full on booking. If you fail to pay the balance by the due date, we may cancel your booking and retain the deposit.

Cleaning: The Guest is responsible for leaving the accommodation in good order and clean condition. If the property is not left in a clean state, we may levy a further cleaning charge. Please note that UK holiday cottages conventionally expect guests to leave the property in a similar state to which they found it, with reasonable cleaning excepted. Please abide by this convention so that we can continue to provide good value for guests.

Number of People using Holiday Accommodation: We permit the Guest and members of the Guest's party (but no one else) to occupy the property for holiday purposes only. You must declare the correct number of additional guests during booking, and if this changes, you must inform us before the rental commences. No more than the maximum number of persons stated on the website may occupy the property unless we have given a prior written agreement. Extra charges may be applicable if the number of guests differs from the number on the booking.

Arrival/Departure: Unless otherwise stated in the property details, the properties are available for occupation from 4.00 pm on the first day of the holiday and must be vacated by 10.00 am on the last day unless prior arrangements have been made with us.

Cancellation or Changes by the Guest: Once the holiday is booked, you have entered a legally binding contract. If you cancel for whatever reason (including medical and weather-related), no refund of the deposit will be due, and within one month of the holiday, no refund of the full balance is due. In the event that we can re-let the property for the cancelled period, we may refund the amount paid subject to an admin fee and any other costs. In the event the cancelled period is re-let for a lesser amount, the lesser amount will be refunded. We recommend that you take out a holiday insurance policy that includes cancellation insurance covering sickness and unavoidable reasons for cancellation prior to your stay.

The Cove

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