

RIVERDALE COTTAGE BOOKING CONDITIONS www.riverdale-cottage.co.uk

Our promise to you, as our guests at Riverdale Cottage, is that on arrival you will find the cottage and its contents in a good state of repair, with all fittings, appliances and so on, in good working order.

We guarantee a high level of cleanliness, and would ask our guests to leave the premises in the same state of cleanliness in which it was found.

Booking confirmation

For bookings via our website, by phone or by email, a non-returnable deposit of £100 per week is required with each booking, and the final balance is due 8 weeks prior to the start of your holiday. For late bookings, payment will be requested in full. Cheques should be made payable to **Mrs A J Bunn**. Payment by **BACS** or **internet banking** is preferred.

Cancellations

If you have to cancel your booking up to 8 weeks before the start of your holiday, the final balance invoice will be cancelled. If you need to cancel within the final 8 weeks before your holiday, the balance (minus deposit) will only be returnable if we can re-let the property for that period. We therefore strongly advise that you arrange suitable holiday insurance for yourself and your party.

Arrival and Departure

The cottage will be available from 3pm on the first day of your holiday. If we are not there to personally welcome you, we will contact you to let you know where to find the keys. Please call us if you have any questions about any of the facilities. We hope you will find everything you need to know in our 'Welcome folder'.

Departure time is 10.30 a.m.

Occupancy

Please note that no more than three people should occupy the cottage at any one time. We reserve the right to refuse admission to any parties not thought suitable.

SMOKING IS NOT PERMITTED IN THE COTTAGE.

Breakages

Small breakages such as a cup or glass will not be charged for – however please bring any such breakages to our attention to enable us to replace them for new guests. Payment for damage or breakages of larger items may be sought.

Essentials

We are happy to supply everyday consumables such as washing up liquid, toilet rolls, kitchen roll, dishwasher tablets, etc., and would appreciate it if you would consider replacing an item which has run out!

Emergencies

In the unlikely event of an electrical or plumbing fault, please contact the owners, Colin & Allyson Bunn, in the first instance, as soon as you can. Our home telephone number is 01833 650090, or Mobile 07966 158127 [Allyson] or 07867 557248 [Colin]. We should be able to arrange for the problem to be resolved quickly and efficiently by a local tradesperson.

January 2021