

Christmas Cottage



Booking Terms and Conditions

- You must read the Access Statement prior to booking. This statement gives detailed information on the property, its contents and garden. Due to the unique nature and location of the property you may find it does not suit all your needs.
- The minimum length of stay per booking is 2 nights. The maximum length of stay per booking is 29 nights. Maximum occupancy is 5 persons. Single night stays are possible, but an additional cleaning fee of £45 will be charged (please contact us directly by email or phone as you will not be able to book single night stays on our website).
- Due to the unique nature of the property, being on the Cheddar Gorge cliffs, the accommodation is suitable for adults and not recommended for children. There are steep concrete steps up into the property and out in the back garden. It is dangerous for young children, particularly if unsupervised. The property is situated on a busy main road and the pavement is very narrow by the front gate. The garden area is very high and not suitable for playing in.
- **Strictly no ball games are permitted at any time.**
- Pets are welcome. If you are bringing your pet, please make sure you provide its bedding, food, towels and bowls etc. Please ensure you clean up after your pet.
- Once you have made your booking on our website, we will contact you by telephone with a total cost (including any optional extras you have chosen) and take a 50% deposit payment. We will telephone you again 7 days before your check-in date to take the final payment. Payment can be made by Credit or Debit Card (Visa, Mastercard or American Express) or by bank transfer. For bookings commencing in 14 days or less from booking date, we will ask for full payment when we contact you. We charge and accept payment in GBP Sterling only.
(Many bank and credit card companies charge their account holders a transaction fee when the card issuer and the merchant location (as defined by the card brand (e.g. Visa, MasterCard, American Express) are in different countries. The currency exchange rate, if applicable, and any transaction fee are determined solely by the bank or other agency processing the transaction. These fees may be applied by the card issuer as a charge to the cardholder's account. This means the amount listed on your credit or debit card statement may be a different figure than the figure shown on the billing summary page for a reservation booked on this website, if you are making a booking using a card issued in a different country from the merchant's location, your card issuing company may charge you a cross border or international transaction fee.)
- Check-in time is from 3:00pm on the day of arrival. Check-out time is strictly 10:30am on the day of departure. Please ensure you check-out on time to allow us enough time to thoroughly clean Christmas Cottage to Covid-19 standards in time for the next guests arrival.
- Extra overnight guests are not permitted. If we find occupancy in excess of 5 persons in Christmas Cottage you will be asked to leave immediately, without refund. A surcharge of £150 per extra person will be charged in addition to an additional cleaning fee of £75.
- Smoking is not permitted anywhere in the building or on the decking areas outside.

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- If you find anything within Christmas Cottage that needs attention, please inform us immediately, or if it's not urgent, please note it in the comments/maintenance book located with the Welcome Pack information.
- A detailed inventory is performed between bookings and any fixtures, fittings or decorations that are missing will be charged to the departing guests' account. Should you wish to purchase any decorations, please let us know, or visit Old Rowlands Christmas Shop on the ground floor which has a large range of Christmas decorations available to purchase all your round.

Changes and Cancellations:

- You can change the date of your stay and re-schedule within 12 months of the date of the original booking check-in date, up to 5 days before your scheduled check-in date. In exceptional circumstances this can be done up to 24 hours prior to your original scheduled check-in date (eg: medical emergency, bereavement, positive Covid-19 test and having to self-isolate etc). You can change your dates a maximum of 2 times for free, any further subsequent changes will incur an admin fee of £25 per change. If the cost/duration of your amended stay has increased you will need to pay the full difference at the time of re-scheduling. If the cost has decreased, we will refund the difference to you.
- You can receive a full refund if you cancel your booking up to 5 days in advance of your stay. If you cancel less than 5 days in advance of your stay, a cancellation fee of £100 will be deducted from your refund.

Covid-19

- If you arrive with symptoms of COVID-19 you should inform us immediately and return home (where possible) and/or self-isolate in accordance with current Government guidance.
- If you develop Covid-19 symptoms during your stay you must declare it to us immediately so we can deep clean the property in accordance with Covid 19 cleaning guidelines upon your departure.

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Lost property/Items left behind

- Any personal belongings left behind after your stay will be gathered together and stored for 14 days, after which they will be disposed of. You can collect these items from Old Rowlands Christmas Shop by prior arrangement only, or you can pay postage at cost to have them sent to you. (Any opened Cheese packs, Coffee packs and Bath pamper packs are considered as perishable items and will be disposed of immediately when we clean Christmas Cottage after your departure).

These terms and conditions are to be read in conjunction with and form part of Old Rowlands general Terms and Conditions as available on our website www.oldrowlands.com. Please also read our Privacy Policy on www.oldrowlands.com for details of how we use and process your personal data in relation to your booking.

If you have any questions, please contact us at:
christmascottage@oldrowlands.com, or call us on 07719 862434.