

## **Terms & Conditions**

Thank you for choosing to book The Old Cheese Factory. We look forward to welcoming you here, and will do all we can to ensure that you have a happy and relaxing stay.

**Booking Periods:** Full weeks Friday to Friday. Short breaks Friday to Monday or Monday to Friday. Arrival time is 4pm onwards. Departure time is up to 10.30am.

**Charges & Terms:** Bookings are regarded as confirmed on receipt of 25% deposit and a completed booking form. This must be received within 7 days of the provisional booking. The balance of the rent is payable not later than 6 weeks before the beginning of the stay.

**Booking Online:** You can now book online from our website or personally with us. When you book online you will receive an automated response confirming that you have made a provisional booking. Please note that your booking remains provisional until it has been confirmed by us personally, either by telephone or email.

**Cancellation:** In the event of cancellation by the holiday maker a refund of the deposit will only be made if the property is re-let for that period, at which point the deposit will be returned, less the deduction of any expenses incurred in re-letting. In the event that we are unable to fulfil your booking, for reasons beyond our control, we reserve the right to cancel and we will only be liable for the refund of any monies received.

**Damage & Breakages:** Any damage or breakage should be reported and may be charged for.

**Party Size:** Only 8 people plus a baby in a cot are allowed to stay at The Old Cheese Factory. It can only be used by its guests and may not be used as a party venue.

**Liability:** Care must be taken by all guests at all times. Parents of young children are advised that care must be taken outside as there is a stream that runs around the garden. The owners shall not be responsible for any personal injury incurred or any damage to property or vehicles, however caused or sustained.

**Pets:** Sorry no pets are allowed.

**Smoking:** The Old Cheese factory is a non-smoking property.

**Ben Linen & Towels:** All bed linen, bath towels and tea towels are included in the cost but please note no bedding is provided for the travel cot.

**Electricity, Oil & Logs:** All electricity, oil & logs are included in the cost

**Travel Cot & High Chair:** These are available on request.

**Upon Leaving:** You are requested to leave The Old Cheese Factory in the condition that you would like to find it. We reserve the right to make a charge if the cottage or equipment is left in a dirty condition.