

## **The Chop House Terms and Conditions**

When you make a booking you are entering an agreement with us. Please read our terms and conditions of booking below.

For all bookings we require a deposit of 20% to confirm the booking or the full amount if the booking is made less than 28 days prior to arrival. You must make sure that this reaches us within 7 days of making the booking. We will send you an email or letter confirming the booking and letting you know what the outstanding balance is. The balance must then be paid at least 28 days before the start of the holiday.

### **Cancellation**

Once you have booked your holiday, our agreement is a legal contract and your deposit is non-refundable. If for whatever reason you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even we have not yet received your balance. If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it, less a £10 administration fee.

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

### **Pets**

We welcome well behaved pets to the Chop House. An additional fee may be payable. Please note that dogs are not allowed in bedrooms (a pet gate is provided) and must not be left unattended in the cottages.

### **Arrival**

Your accommodation will be available to you from 4.00 pm on the day of arrival, unless otherwise arranged. Please try not to arrive earlier –we will still be busy preparing your accommodation, and won't be available to welcome you.

### **Departure**

Please be ready to leave the accommodation by 10.00 am on the day of departure, unless otherwise arranged. Please try to leave the accommodation as clean as possible. If you have made use of any further service for which payment has not been made during your holiday, we will provide you with an invoice which is payable on departure.

### **Damages**

Please take care with our property. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. Significant damage or breakage will be charged for and an invoice for repair or making good will be sent to you. We reserve the right to make an additional charge if you did not report this.

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment. Any data collected during the course of this booking may be kept on computer.