

West Pusehill Farm Booking Terms and Conditions

BOOKING CONDITIONS

Bookings cannot be confirmed until deposit has been received. First check website, or telephone to confirm availability then complete booking form and return as soon as possible.

Please make all cheques payable to WEST PUSEHILL FARM COTTAGES or payment can be made by debit/credit card.

In the event of cancellation, deposits are non-returnable. Where it is possible to re-let accommodation the balance of payment will not be charged. Every effort will be made to re-let, and your co-operation is requested in notifying us immediately.

Our charges are stated inclusive of VAT at the current rate. However we reserve the right to alter our charges without prior notice should the rate of VAT change.

We reserve the right, should it become necessary, to change appointed cottage but alternative offered will be of equal or higher standard.

In the event of the accommodation becoming unavailable through fire, flood or similar emergency, a cottage of equivalent standard will be provided where possible, or all monies will be refunded. We cannot, however, pay any compensation or expenses as a consequence of such an event.

Saturday bookings only in peak season.

ARRIVAL TIME: 3.00pm - DEPARTURE TIME: 10.00am.

If you intend to arrive after 5.00pm, a courtesy phone call would be appreciated. Should we not be available to greet you on your arrival, you will find your key in a keysafe at the front of your cottage. The code will be made known to you prior to your arrival.

Facilities are open during main season (except under unavoidable circumstances), otherwise at the proprietors discretion.

- Cot: £10.00 per week
- Highchair: £7.00 per week
- Dogs: £5.00 per day per dog (maximum of £30 each dog. Maximum 2 dogs per cottage)

Cots, highchairs and dogs should be notified when making the booking and paid for with balance. Failure to do so could result in insufficient highchairs/cots, and dogs not being accepted.

Persons requiring additional bed (inflatable bed) £35.00 per person per week.

Any damage or breakage must be notified immediately. We will not normally charge for accidental damage of a minor nature, but it should still be notified to us in order that we can repair or replace the damaged objects. If you are staying as part of a group, please do not move furniture, crockery, linen or utensils to other cottages.

Any complaint must be notified immediately to give us the opportunity to rectify the situation. We will not be held responsible for any complaint not notified to us during the period of your holiday.

It should be noted that leisure facilities are unsupervised and it is a parent's responsibility to ensure that children are adequately supervised and to ensure that safety regulations are complied with.

Please leave the cottage clean and tidy on departure. We reserve the right to retain card details until the cottage has been cleaned. Any damage/breakages or excessive cleaning may result in a charge being made.

CARD PAYMENT REFUND POLICY

When paying by credit or debit card you have the right to cancel within seven days. However, as stated above, the deposit is non-refundable so any payments due to be refunded will be made less the deposit. If you wish to cancel, you must contact us immediately to allow us to attempt to re-let the accommodation.