

Booking Terms & Conditions

Thank you for choosing Dickinson Place Holiday Cottages we look forward to welcoming you. When you make a booking you are entering an agreement with us. Please read our terms and conditions of booking below:

Payment Details

For all bookings we require a 25% deposit to confirm the booking. We will send an email or letter confirming the booking and letting you know what the outstanding balance is.

The balance must then be paid one month before the start of the holiday.

For holidays which are to take place within 6 weeks of making the booking, the full balance is due on booking

We accept payment by debit or credit card.

Prices

The price of the accommodation includes the following: Electricity, Gas, Bed Linen and Towels.

The following are extra -Towels (Hand & Bath) @ £4 per person. Please note: For all bookings starting from 1st October 2021 onwards towels are included at no extra charge.

Pets

Well-behaved dogs are welcome BY PRIOR ARRANGEMENT ONLY at the cost of £20 per dog, per booking.

Our dog friendly cottages allow the following: Eight Byre - max. of 2 small dogs or 1 medium size dog, Turnip House, Haybarn, Milking Parlour - max. of 2 medium size dogs, and Barley Store, Eighteen Byre, Engine House - max. of 3 medium size dogs. All we ask is that you respect these few simple, common sense requests:

- Please keep dogs off the furniture.
- Please exercise dogs off the park.
- Please do not leave dogs unattended in the cottage.
- Please do not allow dogs on beds.

Cancellation and Refunds

Once you have booked your holiday, our agreement is a legal contract. If for whatever reason you cannot take your holiday please notify us in writing as soon as possible.

If the cottage(s) 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 cottage(s) for the same period, you are no longer liable for the balance, or we will refund it to you if you have already paid it. Your deposit is not refundable under any circumstances, this is to cover our costs incurred for re-selling any cancelled bookings.

If full payment was received from you at the time of your booking, we will give the appropriate refund minus a cancellation administration charge of 25% of the cottage(s) booking value. This is to cover our costs incurred for re-selling any cancelled bookings.

We strongly recommend that you take out Holiday Cancellation Insurance, which is inexpensive and can be obtained from any good broker.

Non-Availability of Accommodation

We would only cancel your holiday if your accommodation were 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.

Arrival

Your accommodation will be available to you from 4pm 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. If you will be arriving significantly later than 4pm, please inform us.

Departure

Please be ready to leave the accommodation by 10am on the morning of your departure, so that it can be cleaned for the next arrivals. To assist our cleaners 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.

Complaints

Should you find any faults or have any complaints during your stay, please advise us of these immediately so that any appropriate action can be taken.

Damage and Breakages

Please take care with our properties. You are responsible and liable for any breakages or damage that you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, i.e. crockery, but we may send you an invoice for repair or making good if the damage or breakage is significant.

Liability

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.

Website and Brochures

We make every effort to ensure that the information and cottage descriptions contained on our website, in our brochure and accompanying leaflets are accurate. We do however reserve the right to make small changes and we accept no liability for minor inaccuracies.

Smoking

Smoking is not allowed in any of your cottages.

Data

Any data collected during the course of this booking may be kept on computer.

**We look forward to welcoming you to Dickinson Place Holiday Cottages.
Every effort has been made by us to make sure that you have an enjoyable and
memorable holiday.**