

Swan Cottage, Horning: Terms and Conditions of Booking

We do not insure your holiday, and recommend you take out separate holiday insurance.

All terms are for the period of rental specified in your confirmation letter. The property is equipped as described on our website (www.swancottagehorning.co.uk). The take-over time is as informed, subject to unavoidable delays. Departure time is as informed. You are obliged to leave everything in a clean and tidy condition and are responsible for any damage or loss sustained during your stay.

It is a condition of your booking that the total number in your party shall not exceed the advertised capacity, which in the case of Swan Cottage is 8 persons.

A non refundable 20% deposit is payable with your booking and the full balance is payable 6 weeks before arrival. Payments can be made by cheque, bank transfer or Paypal (Paypal payments incur a small surcharge to cover processing costs). If you need to cancel your holiday please contact us immediately.

Front door keys will be left in the key safe for your arrival, and the code for the safe will be advised along with your final confirmation. It is your responsibility to return the keys to the safe at the end of your visit.

All damages and breakages are the legal responsibility of you, the hirer, and should be notified to the owners at the time of damage/breakage and before the end of your holiday. This does not include minor damage/breakages (e.g. individual cups/glasses/plates) but does include damage to furniture and soft furnishings, curtains and blinds, electrical kitchen equipment and appliances, television, outdoor furniture, windows and doors, light fittings and lamps, pictures, carpets and flooring.

Minor damage or breakages will not normally be charged but we do reserve the right to charge bad tenants for extra cleaning, breakage or damage beyond what is reasonably expected. The owners reserve the right to charge you any additional costs incurred as a consequence and may, at their discretion, refuse future bookings. The owners or their local representatives have the right to enter the property (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out and hirers are not available).

We cannot accept bookings from anyone under 18 years of age.

If we decide the property is unsuitable for letting due to circumstances beyond our control all monies paid will be refunded. We cannot however pay any compensation or expenses you may incur as a result of cancellation and the hirer will have no further claim against the owners. The owners cannot be held responsible for works that may be going on around your property.

The owners and their local representatives reserve the right to a) refuse entry to the property to any person who is deemed unsuitable to take charge of it and b) terminate the contract at any time during the hire period should the hirer or any member of the hirers party be deemed a nuisance or danger to others or cause damage to the property or surrounding area. In either of these circumstances no refund will be due.

We will accept pets where shown at a charge of £30 for the first pet, up to £50 for two pets. Pets are not allowed on furniture or beds and should not be left unattended in the property. Registered assistance dogs will be accepted free of charge.

The owners cannot accept any responsibility for any damage, expense, or loss of any nature whatsoever suffered by any person(s) or your property including your vehicle and its contents from any cause whatsoever other than proven negligence by ourselves.

You must vacate the property by 10am on the day of your departure, unless otherwise arranged with the owner.

Smoking inside the property is not permitted.