

Rosemoor Country Cottages and Nature Reserve

Terms and Conditions

Online reservations

When you make a booking using our online reservation system, you will receive an automatically generated reservation summary, at the email address you provide with your details. Your receiving this summary does NOT establish a contract between us. Only once we confirm, by email or letter, that we accept your reservation, does your reservation turn – automatically – into a legally binding booking.

Arrival/Departure

Cottages at Rosemoor are normally available from 4 PM onwards on the start day, unless we have explicitly arranged a varying time with you.

The cottage must be vacated by 10 AM on the day of departure.

Capacity numbers

The number of people staying overnight in the cottage of your choice may not exceed the maximum stated on the price and availability chart, the official Rosemoor web site and in the brochure. Exceeding this number could invalidate our liability insurance cover and is also a breach of fire regulations. Bed arrangements are in designated bedrooms only.

Non smoking policy

Smoking is not allowed in the cottages.

Guest details

For safety reasons we need to be informed of all our guests' names on the booking form. We ask to be notified before your arrival should any members of your party change.

Payment Terms

Upon booking your cottage 35% of the rental is payable as a deposit. The balance is payable no later than six weeks before your arrival. We accept payment by cheque, credit/debit cards, and electronic bank transfer. Should your booking be made less than six weeks prior to the start of your stay with us the total amount is payable with your booking.

Confirmation

Upon receipt of your booking form and deposit we shall send you a written confirmation of your booking and receipt of payment.

Pets

Dependent upon the cottage selected, by prior arrangement, you may bring one usual household pet per cottage. This does not apply to Peace and Apple Cottages when rented in combination by a single party; in that case the maximum is one for the two cottages combined.

Please note that pets attract an additional charge, which is stated on the relevant main season price and availability chart and

winter price list and our web site. As a service to guests with allergies, pets are **NOT** accepted in First, Spring and Orchard Cottages.

Obviously, we expect you to take care that your pet is flea-free. We must insist that you do not leave them unattended in your cottage or anywhere else in our grounds and that you keep them off the furniture and out of the bedrooms at all times. Sad experience forces us to reserve the right to charge an extra cleaning fee if these rules should appear not to have been observed.

Pets may not foul the grounds of Rosemoor. Should a fouling accident occur you are expected to remove the results without delay.

We reserve the right to request removal - in case of annoyance. All of the above applies equally when your pet is kept in your car, or kept outside your cottage.

Damage

We ask that care is taken with the property; both the cottage you rent and anything else on the premises. If accidental damage of a minor nature should occur you will not normally be charged, but you will be liable for damages which cannot be so classified. We expect you to notify us of any damage - however minor - as soon as it occurs.

Cleaning

We take pride in providing you with scrupulously clean holiday accommodation. In return we expect you to leave the property in a clean and tidy condition on departure; not too dissimilar from the condition you found it in upon arrival. We reserve the right to refuse future bookings from guests who leave their cottage in an unacceptable condition. A charge may be made for any extra cleaning required (over and above reasonable efforts normally required for the property you rent).

Disclaimer

Legally binding bookings can only be made after your having obtained sufficient information from us as to availability of the selected unit. We will not accept any legal commitment of any sort with respect to bookings which have not been so made. A printed availability chart or the availability chart posted on our web site will not be deemed to be sufficient information per se.

A booking will only be regarded as a firm booking by us if and when we have received the deposit (or authority to collect payment of the deposit) required.

Circumstances beyond our control (Force Majeure)

If, prior to the commencement of your stay with us, we have to cancel your booking as a result of destruction of or damage to the property due to circumstances beyond our control, such as but not limited to fire, flood, and exceptional weather

conditions, you will be refunded the full sum paid by you for your booking, and you will not be liable for any further payments with respect to your booking. If, during your stay with us, we have to terminate your booking as a result of any such circumstances, we shall refund you on a pro-rata basis for the days you will not be able to enjoy the use of the property. Under no circumstances shall any further compensation, costs or expenses be payable to you as a result of any such cancellation or termination.

Please note that we cannot be held liable for non-performance as a result of national or local government instigated partial or blanket closures of our or other areas or properties, travel restrictions or disruptions, war, terrorism, and general limitations to how people may normally go about their business.

Miscellaneous

Your signing our booking form or sending in a completed online reservation form indicates your express agreement to be liable for the full cost associated with your booking. This includes the rental and any damage and/or cleaning related charges, as referred to above, and, where you have provided us with your credit or debit card details, you agree with our debiting such card for any of these, should payment of these not have been effected by other means.

Cancellation

Once made, a holiday booking constitutes a legally binding contract. Should you later cancel your booking with us, this means you will be held liable for the full cost of your cancelled holiday, unless and until we are able to obtain a substitute booking.

If, once you have notified us of your cancellation, we do succeed in obtaining a substitute booking at the same rental, if you had not yet paid the full rental, you will be repaid what you had paid less 20% of the total rental; if you had paid the full rental, 80% of it will be repaid to you.

If we only succeed in obtaining a substitute booking at a reduced rental you will be repaid along the same lines as above, however, from any sum to be so repaid to you shall be subtracted the shortfall between the full rental and the substitute sum paid. We will make all reasonable efforts to obtain a substitute booking but cannot undertake to place any additional advertising.

We strongly advise you to take out cancellation insurance to cover losses should you have to cancel your booking with us. With your booking confirmation you will receive an application form for or an electronic link to holiday cancellation insurance which you may wish to use. Other providers are available.