



Argaty Cottage

Terms and Conditions

Three night minimum stay

We welcome guests for three nights or more. Cottage has capacity for up to 6 guests and must not exceed this stated number. There is one double room, one twin room, one general purpose room with sofa bed. There is also a kitchen, living/dining room and shower room.

What's included?

The price of your stay includes accommodation, electricity, wifi, heating, bed linen, towels, supplies for kitchen-cleaning and dish-washing, and logs for the wood burning stove and Chimanea (as well as kindling, firelighters and matches).

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Payment

When you need to pay depends on the when you book

Payment conditions

Booking more than six weeks ahead? Secure your accommodation with a 20% deposit, and get free cancellation until you pay the balance. You will be invoiced for the full balance six weeks prior to your stay which will need to be paid within 48hrs.

Booking within six weeks? Full payment of stay must be made within 48hrs to confirm booking.

Your booking confirmation

Upon payment, we'll confirm your booking, using the email address you gave us. If you don't get this email, we may not have received your booking. Please **check your junk-mail folder** – if it's in there, add us to your contacts to make sure you don't miss any later updates. If you still can't find it, please **phone us** as soon as possible.

Cancelling or rescheduling

We know that plans can change, so we'll do everything we can to accommodate unavoidable changes to your stay.

- If you cancel more than six weeks in advance, we'll refund everything you've paid.
- If you cancel two to six weeks before you stay, we can't guarantee you a refund. However, we'll release your dates, and if someone else books them, we'll refund you at the rate of the new booking, (this might be lower than you paid) minus a £50 administration fee.
- Should your booking not be able to go ahead because of Covid-19 restrictions, you will be offered a full refund or change of dates.
- We regret that we can't refund the cost of any bookings, extras or special requests if you cancel less than two weeks before the start of your stay.

We strongly recommend travel insurance to cover any changes in circumstances for your stay. All cancellations must be confirmed by email.

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Checking in and out

Check-in time for the property is 4pm.

Check-out time for the property is 10am.

The keys for the cottage will be left in the lockbox by the front door on the property. The code for the lock box will be in your welcome email. Please return your keys through the letterbox on departure.

Due to ongoing restrictions surrounding Covid-19, at present we require you to strip all the bedding and laundry after your stay and place in the laundry baskets provided in the shed.

Smoking

We don't allow smoking inside the property – if we find evidence of you smoking during your stay, there will be a charge of £100. If you are smoking outdoors, please responsibly dispose of ends.

Pets

We welcome dogs on the property and hope we have made the property as comfortable for your pets as for you.

Not all our guests are animal lovers, so please be considerate inside and outside the cottage.

We request that pets remain in the non-carpeted rooms of the property. Keep pet(s) off the furniture – including the sofa and beds and put their bagged waste straight in the outside bin. We understand your beloved pets have bodily needs, but we'd rather that they used the purpose built dog run for their toilet trips rather than the main garden. You are still required to clean up this area after your dog, bagging and binning waste in the main black bin. This will keep the main lawn clean for all guests. You're welcome to walk your dogs around the farm but please keep them to the roads and the walkways. Please do not leave pets unattended anywhere on the premises.

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Our shed, to which you will have access, also includes a dog bed for wet pooches should they need to dry off. Dog bed and dog towels are provided.

Please make us aware of how many dogs you intend to bring with you when booking - £20 per dog, per stay.

Questions and requests while you're here

If there's anything we can do to make your stay more comfortable, please tell us straight away so we can do what we can to help.

Complaints

If you're unhappy with something during your stay and want to make a complaint, please talk to us during your stay. You can phone Sarah on 01786 842 434 or 07872 016 174. Please tell us immediately if anything is not right.

We treat all complaints seriously and will do everything we can to resolve your issue as soon as possible so you can get on with enjoying the rest of your time with us.

Ultimately, we want you to enjoy your stay and we will make every reasonable effort to ensure your satisfaction.

The condition of the property

Please leave the property clean, tidy and in the same general condition that it was in when you arrived. The property is thoroughly cleaned between bookings – if additional cleaning is necessary after your stay, we may pass the £100 charge for this on to you. If this applies, we'll send you an invoice within 48 hours.

Damage and repairs

If something in the property gets broken or damaged while you're here, please tell us straight away. Please email in the first instance, if more urgent, please call the numbers provided.

Damages deposit

Upon booking your stay, we take a £100 damages deposit. Should we find the property and its contents on your departure as it was on your arrival, this deposit will be refunded within 10 days of your check out date. You will be notified if we have discovered any damages to the property. We treat each incident on a case by case basis.. Everything in the cottage have been itemised

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and valued – if you'd like to see this inventory, please ask.

The person named on the booking is responsible for any damages incurred.

Inventory

We keep an inventory of everything in the property, and refer to it before and after every stay.

Responsibility

In confirming your booking, you agree to indemnify N M Bowser against all loss and damage arising directly or indirectly to the property and its contents from any deliberate or negligent act or omission by yourself, or any other person or animal accompanying you or any member of your party. The firm of N M Bowser is insured against loss or injury through its negligence. In the absence of negligence or any other breach of duty by the firm of N M Bowser, the use by the tenants of Argaty Cottage or its facilities is entirely at their own risk.

Unforeseen circumstances

Occasionally, events outside our control can affect our guests' bookings. If we're unable to provide accommodation ourselves, we'll do our best to arrange an alternative through another holiday provider – but sadly we can't guarantee this. If we're unable to honour your booking, we'll refund your payment in full.

Guest no-show

If you can no longer arrive on the first day of your booking, please let us know. If you haven't arrived by midday on the second day of your stay and we haven't heard from you, we'll cancel your booking without refund and may re-let the property.

Inappropriate conduct

Anyone who is aggressive, abusive or otherwise acts inappropriately towards staff or management at the property will be asked to leave immediately. Your booking will be cancelled without a refund, and you'll be banned from returning.

Anti-social behaviour

The property sits among several other residential properties, please be respectful of this, keep noise levels down and avoid loud music after 9pm.

General

Our terms and conditions exist to keep our staff and customers safe, and help us deliver high quality experiences time after time. If you break the terms of your stay, we reserve the right to ask you to leave without a refund.

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