

# Kiln Cottages

Holidays in Exmoor

---

## Terms and Conditions

All guests must comply to the below terms and conditions when staying with Kiln Cottages. By confirming your booking, you have confirmed you have read and agreed to the Terms and Conditions.

### Payment

A 25% deposit of the total rent is required to secure your booking. The balance of the rent is payable 28 days before your arrival date. Failure to pay the balance will result in cancellation of your booking. In this scenario, we reserve the right to retain the deposit.

### Arrival and Departure Times

All bookings commence from 4pm on the day of arrival, and finish at 10am on the day of departure. Other timings may be able to be arranged – please get in touch.

### Cancellation

If you cancel your booking we will endeavour to let the property to alternate guests. If the booking is successfully re-let you will receive a 95% refund. If we are unable to re-let the property then you are liable for the full cost of the booking. We therefore advise that you take out suitable holiday insurance.

### Number of guests

The number of guests must not exceed those agreed in the booking. All guests must abide by the Terms and Conditions.

### Right of entry

Guests must allow the owners and their representatives reasonable access to the property during the booking. We will endeavour to give 24 hours' notice where realistically possible, and arrange times when you will not be present.

### Force majeure

If for any reason beyond our control the property is unavailable for your booking, you will receive a 100% refund. The owners will not be liable for any further claims.

### Descriptions

We endeavour to describe the property as accurately as possible. All descriptions are provided in good faith and are believed to be correct at the time of publishing.

### Liability

We accept no liability for loss or damage to guests' personal belongings. All belongings, vehicles, and their contents, are left entirely at the guests' risk. We accept no liability for injury, however caused, to guests staying at the property.

# Kiln Cottages

Holidays in Exmoor

---

## **Damages**

Please endeavour to take good care of the property during the booking. It is the responsibility of the guests to ensure the property is left in a clean and tidy condition on their departure date. The guests are responsible for any loss or damage to the property (beyond reasonable wear and tear) that occurs during the booking. Any damages or loss to be notified to the owner as soon as possible. We reserve the right to levy additional charges for any damages, loss, or additional cleaning that is required.

## **Pets**

No pets, except for dogs, are allowed at the property. All dogs must be pre-arranged. Please do not allow dogs upstairs or on any furniture. Guests are responsible for any damages caused by dogs during their booking. Guests are responsible for removing all traces of pet occupation from the property (inside and out) prior to departure. Dogs must not be left unattended in the property at any time. We reserve the right to levy additional charges for any damages, loss, or additional cleaning that is required due to dogs.

## **General**

Please respect the property, the surroundings, neighbours, and other parties.

## **Smoking**

All our properties are strictly non-smoking. We reserve the right to levy additional charges for any damages, loss, or additional cleaning that is required due to smoking in the property.

## **Fire Safety**

Fire extinguishers and fire blankets (in kitchens) are provided. Please do not use candles within the property. Please ensure keys are kept in door locks when inside the property to aid quick evacuation.

## **Complaints**

Please raise any complaints with the owner as soon as possible so that investigation and remedial action can be undertaken. Where within our power, we will endeavour to resolve all complaints within 24 hours. Complaints raised after the end of the booking will not be accepted.

## **Breach of Terms and Conditions**

If any guests breach these Terms and Conditions, we reserve the right to cancel the booking and we require guests to vacate the property at immediate notice. The guests shall be deemed to have cancelled the booking and will have no right to compensation.

## **Privacy Policy**

We will only store personal details which we require for the purposes of your booking. We will store any personal details that we hold on you in a password protected database. We will never pass your personal details on to any third parties without your prior consent.