

OTTER RISE TERMS AND CONDITIONS

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BOOKINGS

The contract for a short term holiday let will be between the person making the booking, who must be aged 18 or over at the time of making the booking and the owners of Otter Rise, subject to the following conditions:-

The cottage will be available from 4pm on the day of arrival to 11.00am on the day of departure. Other times may be available by prior arrangement.

The cottage is to be occupied only for a holiday for the period agreed and not for any extended period unless availability is checked and payment made in advance of the extended period.

We reserve the right to refuse any booking and to cancel or modify arrangements, this will only be undertaken in exceptional circumstances.

We accept up to 2 well-behaved, house trained dogs, which are charged at £3 per dog per night.

PAYMENT

- a) Provisional bookings made by telephone or e-mail will be held for one week pending the receipt of a completed booking form and deposit of 20% of the total holiday cost. A booking will not be taken as firm until the deposit has been received and acknowledged by us.
- b) The balance must be paid in full, one month prior to your arrival date. Non-payment of the balance by the due date will be treated as a cancellation and we will assume the property is available for re-letting.
- c) If the booking is made less than 6 weeks before the rental period begins the full rent is payable at the time of booking.

CANCELLATION

If you have to cancel your holiday, please notify us immediately notify by email or first class post. If we can re-let, we will make a refund, less £10. If we are unable to re-let, you will be responsible for the full balance. (We therefore recommend that you take out cancellation insurance).

NUMBER OF GUESTS

The number of people occupying the cottage must not exceed 4, except under special circumstances as approved by us.

VISITORS' RESPONSIBILITIES

You are responsible for the cottage and its contents during your stay and we ask that you take all reasonable care of it.

Breakages and damages should either be replaced with similar or reported to the owners. We work on a trust basis and therefore do not impose a damages deposit, but we do expect guests to undertake to report and pay for any damage, loss or breakage that occurs during their stay. Your kind attention to this would be appreciated.

Please leave the cottage and its contents in a similar state of cleanliness and general order in which it was found. You are responsible for seeing that no nuisance or inconvenience is caused to neighbours.

We do not allow smoking inside the cottage at any time.

COMPLAINTS

Should you have cause for complaint, please notify us before departure so that we have a chance to rectify things for you. We are unable to consider complaints made after departure.

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LIMITATION OF LIABILITIES

The use of the accommodation is entirely at the hirer's risk and no responsibility can be accepted for injury, loss or damage to the hirer, the hirer's companions, or guests. Nor for loss or damage to belongings including vehicles and their contents.

UNAVAILABILITY

In the event that the cottage is not available due to circumstances beyond our control, we will offer alternative dates wherever possible, in the event of an alternative not being mutually convenient, we will refund in full any monies received from you. No further liability will be accepted.

RIGHT OF ENTRY

We reserve the right of access to the cottage at any reasonable time during your stay. During lets lasting two weeks or longer we may require access for cleaning, the day to be arranged to our mutual convenience.

PRIVACY POLICY

We take safeguarding your privacy extremely seriously and do not pass on any information you give to us to any third parties.

We are legally required to request a certain amount of information from you, as detailed on our booking form. These are stored securely on our systems and destroyed responsibly when no longer required.

ACCESS STATEMENT

Otter Rise has been renovated from the original cottage, with those with mobility issues in mind. There are 4 steps up to the front door, it is possible to park a car at the foot of these steps. Once inside, all floor surfaces are flat and smooth. The en-suite has a raised toilet, raised large shower area and washstand able to fit a wheelchair under with plenty of turning space. Shown on photos on our website.

Floor plans can be made available on request.

If required, we can provide some mobility items at no extra charge. Please ask for details.

Your own transport is essential as we are in a very rural area where there are no buses and taxis from the nearest towns (Honiton or Taunton) prove expensive.

Train stations are at Honiton and Taunton, both about 20 minutes drive away.

The nearest airport is at Exeter, about 30 minutes drive away.