

# ARDBANK COTTAGE

<b>DESCRIPTION OF PROPERTY</b>	We keep all information about Ardbank up to date, but as we make improvements, there may be small differences in what you find when you arrive. Any changes are made with your comfort in mind.
<b>PARKING</b>	You may use the driveway parking space, but please note it's tight. We can't take responsibility for any damage to vehicles using it.
<b>BOOKINGS</b>	Bookings must be made by someone over 18 who will be staying at the property. We allow up to six guests, plus dogs by prior agreement (up to three, depending on size, with details given at booking). We need the lead guest's full details, plus the names of other guests and ages of under-18s. Bookings are confirmed once the deposit is received (within 24 hours of provisional booking). A refundable security bond is also required.
<b>PAYMENT TERMS</b>	<p>Bookings more than 6 months in advance: 25% deposit, then another 25% due 60 days before arrival, balance (50%) due 30 days before arrival + security deposit due 2 days before arrival.</p> <p>Bookings less than 6 months: 50% deposit, then balance due 30 days before arrival. security deposit 2 days prior to arrival.</p> <p>Bookings less than 1 month: Full payment on booking with security deposit 2 days prior to arrival</p> <p>Preferred payment: bank transfer (details given at booking). PayPal is possible but fees are payable by you.</p>
<b>SECURITY DEPOSIT</b>	<p>Refundable Security Deposit</p> <p>A £150 security deposit is due with your balance. It is refunded within 7 days (after inspection) via bank transfer or PayPal (depending on how you paid). Deductions may be made for damage, losses, excess electricity use or extra cleaning beyond normal wear and tear.</p>
<b>YOUR OBLIGATIONS</b>	<p>Please take out your own travel insurance. On arrival, familiarise yourself with exits and fire safety notices. Please take good care of the cottage and contents, and tell us about any breakages or damages. Accidents happen – don't worry about the odd broken glass – but anything beyond fair wear and tear may be charged. Cleaning, laundry and fair electricity use are included, but misuse (leaving heating/hot water on excessively, leaving the cottage in poor condition) may incur charges. Electric vehicle charging is not permitted.</p> <p>Please be considerate with noise, keep doors/windows locked when out, and only have the number of guests booked.</p> <p>Dogs are welcome by prior agreement but not on beds or furniture, not left alone unless crated or in the kitchen with the stair gate, and please clear up after them.</p> <p>No smoking, vaping, candles, or BBQs indoors or in the courtyard.</p> <p>Check-in from 4pm, check-out by 10am (unless agreed otherwise).</p>

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<b>CANCELLATION POLICY</b>	Please inform us in writing if you need to cancel. If we can re-let, we refund what you've paid. If not: cancellations over 1 month before arrival lose payments already made; cancellations under 1 month lose the full balance. Security bond is always refunded. If you fail to pay balances/bonds within 3 days of their due date, we may cancel your booking. We cannot refund for snow/bad weather preventing travel, so please have travel insurance. We'll try to rearrange dates if possible.
<b>COMPLAINTS</b>	Please tell us or our property managers immediately if you have any issues during your stay. We'll do our best to resolve them. We cannot act on complaints made only after you've left. Right of Entry
<b>RIGHT OF ENTRY</b>	We or our property managers may enter the property at reasonable times if needed for inspection, repairs, or maintenance.
<b>LIABILITY</b>	We accept liability for injury or damage caused by our negligence. We cannot accept responsibility for loss or damage caused by events outside our control. The driveway space is not suitable for very large vehicles; use is at your own risk.
<b>CONTACT DETAILS</b>	Emma Bennett - ardbankcottagesatithes@gmail.com Property Manager contact details will be given before your arrival.