

## Booking Terms and Conditions

### Making a booking

We only offer **whole week** bookings starting on a **Saturday**. All bookings will be confirmed via email/letter. We can only accept payment by cheque (payable to L.C. Blackmore) drawn on a UK bank. We require a **deposit of £50 within 7 days of confirmation and the balance is due 6 weeks** prior to your holiday, please note that we do not send reminders. In the case of a late booking full payment will be required.

To book check availability on our website then email [bearcot2@peakdistrictcottages.net](mailto:bearcot2@peakdistrictcottages.net) with the required dates, please provide your home address and telephone number for our records.

If you would like to speak to me ring Linda Blackmore on **0115 914 5808**

Or write to : **16 Lyme Park, West Bridgford, Nottingham NG2 7TR.**

### Cancellations

If you cancel your holiday **3 months** prior to the start date we will refund your deposit. Otherwise the deposit is not refundable. If you cancel after you have paid the full amount no monies are refundable. If you need to change your holiday date we will try to accommodate you.

If we are unable to provide the accommodation we will notify you immediately and will offer one of the following options: A full refund, transfer to our other property or a new holiday date.

### Your Accommodation

The accommodation is for **two adults, non-smoking, no pets or children**. The price includes electricity, gas, all bedding (duvets) and towels. Your accommodation will be ready from **4pm** on your arrival day and you must vacate by **10am** on the day of departure.

You agree to keep the cottage clean and tidy and leave it in a similar condition. You are responsible to pay for any breakages or damage to the cottage caused by you or your party.

If you find that something is missing from the property or is not working please let us know so that we can correct the situation.

### Loss of Property

Please look after your own property; we cannot accept liability for loss or damage to your property.

### Owner Access

In the event that we need to enter the property during your stay we will try to contact you prior to our visit to arrange a convenient time.

### Complaints

We make every effort to make sure that the accommodation is at it's best for your stay, if however there are issues for complaint please contact us immediately and we will try to resolve the problem.

### Safety

We aim to maintain a safe environment for your stay. Instructions for appliances are available at the properties. Fire extinguishers and fire blankets are located in the kitchens.

**Willow Cottage** If you use the fire ensure that you have a window open for ventilation and keep the fire door closed. Use the fireguard when you retire for the night. The bedroom windows open wide to provide an escape route, in the event of a fire there is an expanding escape ladder stored in the airing cupboard.

**The Bear's Barn** in the event of a fire the bedroom door opens to provide an escape route.

**In the Bear's Barn for your own safety do not put anything on or close to the storage heaters.**