

Booking Terms and Conditions
Including *Master Cancel Insurance* for applicable bookings
Effective 5th August 2020

Bookings and payment

- Bookings are confirmed when we receive the deposit of 30% of the holiday cost. Deposits must be paid within 24 hours of the booking being placed. The balance of the rental will be due for payment 60 days before arrival.
- **We reserve the right to cancel a holiday where payment has not been received by 60 days before arrival.**
- If the booking is made within 60 days of the start of the holiday the full cost of rental will be required immediately to confirm the booking.
- A non-refundable '*good housekeeping*' security deposit of £250 will be required 21 days before arrival. Full details are outlined below.

Cancellation

All advance bookings from 5th August 2020 made directly with Exmoor Character Cottages, or one of our booking partners and agents will include *Master Cancel Insurance* to protect your payments in full. Unfortunately, bookings made within 48 hours of arrival (very late availability) are not covered by our insurers and therefore a no-refund policy applies for these bookings.

Cancellations must be notified immediately by phone and email. If you cancel from 60 days to 48 hours prior to arrival, any payments made will be reimbursed in full. Cancellations made for any reason 48 hours or less prior to arrival will not be covered by our insurers or our own Terms and Conditions and therefore we will be unable to refund the cost of your stay.

If **we** have to cancel your booking in advance for any reason you will be refunded the full amount of the booking. If due to exceptional and unforeseeable events we need to terminate your holiday during your stay, you will be refunded for unused nights of accommodation, on a pro-rated basis. No additional compensation will be payable.

This cancellation clause does not cover for curtailment of your holiday caused by loss or damage resulting from misuse of facilities by your party.

Cancellation insurance

We recommend you take out cancellation insurance for risks which fall outside of these terms and conditions.

Terms and Conditions relating to bookings made before 3rd August 2020

- Bookings are confirmed when we receive the deposit of 30% of the holiday cost.
- Deposits must be paid within 24 hours of the booking being placed. The balance of the rental will be due for payment 60 days before arrival.
- We reserve the right to cancel a holiday where payment has not been received 8 weeks before the arrival date.
- If the booking is made within 60 days of the start of the holiday the full rental will be required immediately to confirm the booking.

Special Terms and Conditions relating to bookings made directly with us during the *Coronavirus Crisis Period* between 23rd March 2020 – 4th August 2020.

For bookings made directly with Exmoor Character Cottages during the Coronavirus Crisis Period outlined above, we will offer a bookings protection scheme as below:

- In the event that the UK Government advice requires us to cancel bookings for a set period, we will do all we can to provide a replacement date for your booking. We will endeavour to match the price and find a suitable alternative date, however if a convenient replacement date cannot be agreed, we will refund your deposit and any other payments made in full.
- In the event that any member of the party displays symptoms of Coronavirus immediately before the date of arrival, please don't travel. Please call the NHS Test and Trace (T&T) service and gain advice or written confirmation of 'do not travel' advice. We will do all we can to find you a suitable replacement date OR will refund all monies paid to us in full. (Upon receipt of evidence from the NHS T&T service)

Please refer to our standard cancellation policy for any cancellations which fall outside of Government or T&T guidance.

If you become ill with Coronavirus symptoms during your stay

- It is imperative that any guests falling ill whilst staying at our property must notify us immediately by phone. If you require the services of a healthcare professional, details of local doctors and other health practitioners are available in the Guest Book.
- If you become ill whilst staying with us, our advice is for the guest and their party to return home immediately. It is important that any guest displaying symptoms of Coronavirus infection must increase personal hygiene such as handwashing, refrain from using the hot tub, any local facilities or amenities and should also try to minimise their touch points within the cottages.
- Government advice is changing all the time, therefore please contact us at any time if you have questions or queries with regard to the special measures being taken to make our cottages COVID secure.

Good housekeeping Security Deposit

A security deposit of £250 is payable 21 days before arrival. A full inspection of the property will be undertaken within 7 days of departure. Providing the cottage is returned in good order and free of any damage, your security deposit will be returned in full. We will notify you within 7 days if it is necessary to retain any part of your security deposit.

Where damage has occurred, or if extra cleaning should be required, we reserve the right to retain your security deposit in order to put things right for other guests. For instance, this could include (but is not limited to) professional carpet cleaning, shampooing upholstery, replacing ruined bedlinen and our towels damaged by hot tub chemicals.

It is extremely unusual for us to have to use guests' Security Deposits in this way, but occasionally, we regret that it is necessary. Please treat the four Exmoor Character Cottages as you would your own home – and ensure any dogs and children to do likewise. That way we can keep these four cottages special for you and other guests to enjoy in future.

If there are any mishaps during your holiday, please let us know so that we can rectify the problems as soon as possible (we are usually 5-10 mins away). In our experience, it is always more cost-effective for guests to advise us of any mishaps immediately as the cost of repairs/cleaning can often be reduced if acted upon quickly. For instance, prompt action on carpet spills and a quick visit from our housekeepers with their shampooer could save the cost of hiring a steam cleaning contractor.

Breakages

If you break anything in the cottage, please notify us so we can replace it for the next guests (wine glasses, plates etc). If you are able to replace broken items, we would appreciate it, especially in busy periods when the cottage is fully booked. The cost of replacing any broken or missing items may be deducted from your good housekeeping deposit.

Important notices relating to Coronavirus (COVID-19)

- For all 2020 and 2021 bookings, our risk managers require a signed copy of the health checklist to be received by ourselves before arrival at the cottage. Please ensure you have read and understood these supplementary health related terms before signing.
- The local, regional and national situation with regard to Coronavirus may change on a regular basis. Whilst we aim to update our website and social media pages with latest information, please feel free to contact us via email if you have any questions or concerns.

Thank you for your consideration, Exmoor Character Cottages, 5th August 2020.