



Exmoor Character Cottages Bookings Terms & Conditions

Applies to bookings at The Oval Dunster, Pilgrim Corner, The Old Sweet Shop and Stone Barn in Minehead

April 2022

Bookings and payment

- Bookings are confirmed when we receive your deposit which must be paid within 48 hours of the booking being placed. The balance of the rental will be due for payment 8 weeks 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 8 weeks of the start of the holiday the full rental will be required immediately to confirm the booking.

Cancellations

Cancellations must be notified immediately by phone and email. If you cancel more than 48 hours before the start of your holiday, all monies paid by you to date will be returned in full (For QuirkyAccom bookers, please see note below). If you cancel less than 48 hours before the start of your holiday, you will be responsible for the full rental cost.

For the avoidance of doubt, holidays start at 15:00 hours at The Oval in Dunster and 16:00 hours at Pilgrim Corner, Stone Barn and The Old Sweet Shop. Cancellations must be received by email or mobile phone before this time to qualify for the 48 hour cut off time.

If we (Exmoor Character Cottages) cancel your booking in advance for any reason you will be refunded the full amount of the booking. If we need to terminate your holiday early, you will be refunded part of the booking fee based on the time remaining of the booking. No additional compensation will be payable.

Special terms for QuirkyAccom bookings.

Due to terms imposed by QuirkyAccom, all deposits paid at the time of booking will be subject to a deduction of 10% in the event of cancellation.

For example, when booking with us via QuirkyAccom.com, we request a deposit of £300 on a booking with a value of £1000 (30%) at time of booking. Should you cancel this booking, our booking fee of 10% is still payable to this agency and therefore you will receive a refund of £200 in the event of a cancellation which fulfils our standard T&C as detailed above.

Cancellation insurance

We advise you to take out cancellation insurance.

Protecting our team and community: Coronavirus guidance for guests:

Please do not travel if you or a member of your party displays symptoms of Coronavirus.

If you become ill with Coronavirus symptoms during your stay

- If you become ill whilst staying with us, our advice is for the guest and their party to return home as soon as possible.
- If you choose to continue your stay, it is important that any guest displaying symptoms of Coronavirus infection increase personal hygiene, wear a mask at all times, increase handwashing, refrain from using the hot tub or visiting any local facilities or amenities.

Good housekeeping Security Deposit

A deposit of £250 is payable two weeks before the start of your holiday. This Security Deposit will be returned to you in full within seven working days after your departure provided the cottage is returned in good order and free of any damage. 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, and we go out of our way to avoid doing so, but occasionally, we regret that it is necessary. Please treat our cottages as you would your own home – and encourage any dogs and children to do likewise.

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 the shampooer could save the cost of hiring a steam cleaning contractor.

Our insurers now require a lead member of each party to attend a short familiarisation session on the use and operation of hot tubs at our Minehead cottages upon arrival. This is to ensure the safe use of our tubs and will ensure a happy stay and happy neighbours too!

If you intend to charge your electric vehicle whilst staying at The Old Sweet Shop or Stone Barn, we will advise you of our health and safety guidelines upon arrival.

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 security deposit.

Charging of Electric Vehicles

Guests staying at The Old Sweet Shop and Stone Barn, Minehead

We will provide a tested and approved 13 Amp extension cable for the purpose of charging your electric vehicle whilst parked on car parking spaces adjacent to these

cottages. Please make sure Lucy is aware you have an EV and need the cable during your pre-arrival call.

No other charging device or cable can be used for this purpose and trailing leads must not be connected to electrical outlets **inside** the cottages. We advise guests using these charging facilities to read the instructions provided in the Guest Book and enclosed with the charging lead..

Any damage caused to the internal electrical outlets or the electricity supply at these cottages which leads to the call out of an Electrician will result in a deduction from your Security Deposit.

Guests staying at Pilgrim Corner, Minehead and The Oval, Dunster.

Charging electric vehicles at these cottages is strictly prohibited due to the nature of the electricity supply and location of power outlets at these properties. Please do not attempt to charge electric vehicles under any circumstances.

Any damage caused to the electrical outlets or the electricity supply at these cottages which leads to the call out of an Electrician, will result in a deduction from your Security Deposit.

Force Majeure

Exmoor Character Cottages will not be liable for any failure of or delay in the performance of these terms and conditions that is beyond our reasonable control or could not have been reasonably foreseen.

www.exmoorcharactercottages.co.uk