



## **Exmoor Character Cottages Bookings Terms & Conditions**

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

***October 2023***

### **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. This condition excludes curtailment of holidays due to neglect, misuse, or endangerment of our property. No additional compensation will be payable.

### **Special terms relating to Reduced Occupancy (direct) Rates (RoR)**

Guests benefitting from reduced occupancy discounts will have access to the number of bedrooms reserved at the time of booking. All other bedrooms will be unavailable for the

duration of your stay. If additional rooms are used outside of your RoR reservation, we reserve the right to deduct additional charges from your security deposit or request payment for these rooms prior to, during or after departure.

### **Special terms for QuirkyAccom bookings**

Due to the 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 the 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.

### **Coronavirus update October 2023**

Now the worst of the Coronavirus pandemic has passed, we have removed all terms and conditions relating to symptomatic travel. For the protection of our team, we would request that you postpone travel if a member of your party **tests positive** for coronavirus within 24 hours of your arrival and that you notify us of a positive test during your stay. This will enable our team to take enhanced safety measures at the changeover. Our booking guarantees are designed to be flexible around these eventualities. Please contact us for further information.

### **Good housekeeping Security Deposit (applies to bookings made direct with us and via QuirkyAccom, Luxury Cottages.com and Cottages.com/Hoseasons/Awaze)**

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 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 15 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!

### **Barbecues**

Due to the risk of fire at our own and neighbouring thatched/Grade II Listed properties, barbecues (including disposable BBQ trays) are prohibited at all our cottages.

### **Breakages & Loss of keys**

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.

We provide lock-boxes for main house keys at each of our cottages. For guests booking Reduced Occupancy Rates breaks or specialist Retreats, individual room keys and fobs will be provided upon arrival. In case of loss of these keys and fobs, guests will be charged the replacement value of these keys from the security deposit.

### **Charging Electric Vehicles at our cottages**

Due to new restrictions imposed by all insurers of holiday cottages in England, we cannot provide EV or Plug-in Hybrid Vehicle charging at any of our cottages. This is due to the increased risk of fire created by connecting vehicles to standard electrical sockets. There are numerous fast charging points locally.

Therefore, to protect all our guests, the local neighbourhood, and the cottages, guests are expressly advised not to attempt to charge any EV or Plug-in Hybrid Vehicle from our electricity supply. Any guests doing so will be asked to leave immediately. In these circumstances, no refunds or compensation will be considered.

If you have any questions about this policy or the charging of other vehicles while staying with us, please speak to Lucy upon booking or at any time until/during your pre-arrival call.

### **Charging Electric Bicycles and other Battery Powered Personal Mobility Vehicles**

Guests can bring eBikes and mobility scooters with integrated batteries for outdoor charging only. We will give guests access to a safe means of charging away from the cottages.

eBikes and mobility scooters with removable, unmodified batteries may be charged outside the cottages in a fireproof bag, provided by one of our team at check-in. eBike batteries must not be charged inside any of our cottages at any time. If you wish to use external charging facilities for eBikes or personal mobility scooters, please speak to Lucy at the time of booking or on your pre-arrival call.

Due to the terms of our insurance, the charging and storage of eScooters, goPeds or hoverboards are not permitted at any of our cottages.

### **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](http://www.exmoorcharactercottages.co.uk)