

Grace Cottage

Please be aware that your booking is subject to the following terms and conditions:



Children: Children are always welcome and we hope you will make good use of the travel cot and/or high chair as well as the books and videos. We are sure that you will enjoy your stay, and appreciate your exercising the care you would do at home to make sure that traces of holiday treats such as chocolate aren't trodden into the carpets or fingerprinted to the walls!

Pets: We are unable to welcome dogs and/or other pets to Grace Cottage unless special arrangements have been made. Please respect this.

Damage and breakages: We understand that a certain amount of wear and tear is normal. However where out-of-the-ordinary damage is caused – for instance, if the carpets are badly stained – we will require you to meet the costs of rectifying the situation.

Deposits: A deposit of no less than £100 is required to secure your booking. The balance must be paid no later than 6 weeks before your holiday is due to begin. If either the deposit or the balance are not received in this timescale, we may let the cottage to someone else without further notice. Please make cheques payable to me, Toby Simpson.

Changes of booking and cancellations: We understand that arrangements can change. For this reason, we are happy to allow you to change your holiday dates – subject to availability and to payment of any price difference – as long as you give us enough notice to find someone else to let it to. There will therefore be no penalty for a change of dates or a cancellation made more than six weeks ahead.

If you give us between four and six weeks' notice of your wish to change your holiday dates, we will levy an extra charge of £100 on top of any difference between the two holiday dates so as to cover the risk of not being able to re-let your original dates. And if you give us less than four weeks' notice of any change, we will only be able to refund your monies, less the £100 charge, if we are successful in re-letting Grace Cottage for your original holiday dates.

If you wish to cancel your holiday altogether, we will return your deposit/ the full amount paid by you as long as you let us know more than six weeks before your holiday is due to start. Again, we will withhold £100 if you cancel between four and six weeks before your holiday is due to start. Where you cancel less than four weeks before your holiday, we will only refund your payment - less the £100 charge - if we are successful in re-letting the cottage during the relevant dates.

Injury and loss: Please be aware that we cannot be responsible for any personal injuries or losses sustained as a result of a failure to take adequate care when staying in the cottage.

Complaints: We appreciate that you have a choice, and we try hard to get it right. If we are not successful, please let us know.

Finally: thank you for choosing us and enjoy your stay!

Toby & Elaine Simpson