



LANCOMBE COUNTRY COTTAGES – GUEST INFORMATION AND TERMS & CONDITIONS

During your stay we want you to have a wonderful time and enjoy Dorset. We do not want to give you a long list of what you cannot do but there are some things we have to tell you and that you need to action in order to make your stay as pleasant as possible.

Overall, we simply ask that guests respect and look after our cottages and their contents as they would their own home.

DURING THE COVID PANDEMIC OUR FACILITIES AND SERVICES MAY HAVE TO CHANGE OR BE REMOVED FROM WHAT IS SET OUT BELOW AND WHAT IS ADVERTISED, SHOULD OUR FACILITIES HAVE TO CLOSE DUE TO GOVERNMENT RESTRICTIONS THEN NO REFUNDS WILL BE OFFERED. PLEASE SEE OUR COVID POLICY ON OUR WEBSITE. YOU WILL BE SENT PRE-ARRIVAL INFORMATION NEARER THE TIME OF YOUR STAY THAT MAY OVERRIDE SOME OF THE INFORMATION BELOW. PLEASE ALSO NOTE THAT IF YOU ARE UNWELL WITH SYMPTOMS OF COVID WHEN YOU ARE DUE TO STAY THEN YOU SHOULD REMAIN AT HOME, GET A TEST AND SELF ISOLATE.

1.0 MAKING A BOOKING & DEPOSIT

To make a booking please book online, call us on: 01300 320562 or email info@lancombe.co.uk.

1.1 A 25% deposit is required at the time of booking and the balance is payable at least 6 weeks prior to arrival. Bookings made less than 4 weeks prior to arrival, payment will be required in full. Once the deposit is received the booking will be confirmed and the contract agreed. We will confirm all bookings in writing by either post or email. The contract is between the owners of Lancombe Country Cottages & Lodges and the lead booker.

1.2 Rentals are not permitted to stag or hen parties and you must be of at least 18 years of age. We reserve the right to refuse entry to the entire party and or request early vacation of the property if this condition is not observed.

1.3 Only the amount of people booked will be allowed and must not exceed the occupancy of each cottage or lodge, failure to do this may result in the cottage or lodge not being available and monies paid will be lost.

1.4 All bookings are accepted in good faith by us. However, in the unlikely event we have to cancel any bookings previously confirmed our liability will be limited to the return in full of any monies paid please see clause **3.7**

1.5 Once the booking is confirmed your ability to cancel and the terms applicable are set out in clause **3.0**

2.0 PAYMENTS

2.1 Most card payments or BACS payments are acceptable. You can pay by BACS, please contact us for our BACS details. Please check if there are BACS fees payable especially from overseas as these will have to be paid for by yourselves.

3.0 CANCELLATION TERMS

3.1 It is your responsibility to have adequate holiday insurance to cover any loss you may suffer as a result of the cancellation of your stay. If you choose not to take out holiday insurance, then you need to accept any loss you may incur.

3.2 Should you wish to cancel please make any cancellations by telephone and then confirm in writing asap.

3.3 Once your booking is confirmed (ie deposit paid) the dates of your stay are not transferrable

3.4 Your inability or disclination to travel and stay for any reason such as (but not limited to) COVID, illness, self-isolation, quarantine, work circumstances, family emergencies etc does not give you the right to cancel and receive a refund, our terms are set out in clause **3.5** and **3.6** and **3.7**.

COVID is a known risk and we strongly recommend you take out holiday insurance. Refunds will not be given to group bookings of more than 1 household should you wish to cancel due to government imposing household or number restrictions (such as rule of 6 or no mixing)

3.5 For cancellations by you more than 4 weeks (28 days) prior to your arrival

If we can re-let the cottage under the same terms (price) then we will refund your deposit less a booking fee of £85 (this fee covers our admin costs, accounting fees and the cost of re-advertising). If we are unable to re-let the cottage for the dates of your stay then you will not be entitled to a return of your deposit.

3.6 For cancellations by you less than 4 weeks (28 days) prior to your arrival, you will be liable to pay the balance (if you have not already paid it). Should we be able to re-let the cottage under the same terms (price) then we will refund all monies paid you less a booking fee of £85. If we are unable to re-let the cottage for the dates of your stay you will be only entitled to a nominal refund to cover the costs that we would have saved by not letting it. The exact amount depends on length of stay and size of cottage but it will be between £50 for small properties- £100 for larger properties.

3.7 Cancellation by us :- 1. We reserve the right, in the interests of safety or any other reason beyond our control (Force Majeure Event) to cancel your booking or alter arrangements made for you (for example through acts of God, floods, fire, etc) In this unlikely event our liability is limited to return monies paid to you in full. 2. Should our cottages not be available due to the COVID pandemic or national emergency that has resulted in our closure by the British Government we will contact you asap and a full refund be given. Should you need to cancel due to COVID government travel restrictions /local lockdowns imposed at your given address then you will be refunded in full or offered to transfer dates. Please note that we have to follow any

guidelines set by the government and that during the COVID pandemic these can change frequently, should any guests who stay with us not follow the guidelines then they will be asked to leave.

4.0 HIRING TERMS & LIABILITES

4.1 All descriptions are written in good faith, the properties may vary slightly from the website as these are used for illustrative purposes only, however this is largely due to upgrading and decorating.

4.2 We will not be liable to you for any issues and non-availability of our services, facilities and amenities which may be altered or withdrawn. We will notify you if there are any changes that may alter your experience or impact your booking. We will seek to rectify any issues as soon as we can.

4.3 We reserve the right to enter cottages for urgent maintenance works.

4.4 We accept no responsibility or liability for any loss or damages to the hirer's possessions or cars. You must take all necessary steps to safeguard yourselves and your property. We shall not be held liable for accidents or injuries to you or your party on our property unless caused by our negligence.

4.5 Any breakages or damage must be reported to us and paid for if requested to do so.

4.6 Night lanterns, fireworks and candles are forbidden

4.7 You may charge personal electronic devices at the cottages but for anything else such as electric cars and other appliances you must get in touch prior to your stay to discuss with us.

4.8 If you wish to have any third-party service at the site or cottage during your stay such as catering, treatments, swimming lessons for example then you must obtain our written permission and we must see third party's liability insurance. During the COVID pandemic, no visitors or 3rd party services will be allowed.

4.9 We are not a party venue and are suited to guests who are looking for a quiet retreat. Please respect your neighbours with noise and no visitors to cottages after 10pm. Anti-social behaviour will not be tolerated.

THE BELOW SERVICES/ INFORMATION IS SUBJECT TO CHANGE UNTIL THE CURRENT PANDEMIC IS OVER. PRE-ARRIVAL INFORMATION WILL BE SENT CLOSER TO THE TIME OF YOUR ARRIVAL.

ARRIVAL & DEPARTURE Arrival time is any time after 4pm and before 10.00pm (please advise if you plan on arriving after 7pm). Full arrival details will be provided prior to your stay. Departure time is 10.00am. Please leave the cottage in a clean and tidy condition with rubbish removed and dishes/glasses put away.

5.0 PARKING

When you arrive you can unload your car outside your cottage in the courtyard area, after this (for the safety of all) we ask that you park your car in the designated guest car park which is just outside the courtyard. For the lodges, you have your own designated parking space right outside the accommodation.

6.0 SUPPLIES

We provide you with a pint of milk, tea, coffee, toilet rolls, dish cloth, washing up liquid, dishwasher tablets (if applicable), this is to get you through the first couple of nights!

DOGS All dogs must be pre-booked. There are plenty of local footpaths for walking. Dogs must be kept on the lead whilst in the public grounds of the complex. Unless in an enclosed garden or

decking area or the dog exercise area. A dog 'Welcome Pack' will be provided, which includes towels and throws. Please ensure these are used on any furniture. Dogs are not to be left unattended in the cottages and they must be housetrained. Please ensure all dog poop is picked up and placed in the bins provided.

7.0 WIFI

We offer FREE wifi for general surfing of the internet and emailing. As we are in a rural area, there is no fast broadband service and our broadband will not support heavy usage. The wifi is not to be used for any illegal purposes.

8.0 SMOKING

Smoking is not permitted in any of the cottages. Candles and fireworks are also not permitted in or around the cottages.

9.0 BED LINEN & TOWELS

The beds are made up for you on arrival and we provide a bath towel and hand towel for each guest. Please bring extra towels for swimming pool and the beach, cottage towels must not be taken into the pool area.

10 FACILITIES

Swimming Pool The swimming pool is FREE to use for residents of the complex only. We are sorry but no visitors are allowed in the pool. The swimming pool is NOT supervised and you use the pool entirely at your own risk. The key for the pool will be given on arrival to a responsible adult. For the safety of all guests, the door to the pool must remain closed and locked at all times even in the summer. Please bring your own towels to use for the swimming pool. Charges will be made for the use of towels provided in the cottages and lodges if taken into the pool area. Children under 16 must be accompanied by an adult at all times.

Games Room The games room is located at the side of the car park. In the games rooms you will find a selection of DVD, books and games along with table football and an air hockey table. The games room is unsupervised. We would kindly ask that due to the large windows of the pool and cottages that football and ball games are not played in the courtyard, there is a large field with goal posts behind the pool.

11 HOT TUBS

Hot Tubs are for the private use of guests occupying Broad or Wey Lodge. Please ensure you shower prior to using the Hot Tub and do not take food or drink into the Hot Tub with you. The Hot Tubs are emptied, cleaned, re filled, treated and tested prior to your arrival. So please be aware that they may not be up to prime temperature at time of arrival.

12 COMPLAINTS We hope you enjoy your holiday or break with us, should you have any complaints please raise them with us immediately so we can do our best to rectify any problems you may have. Complaints will not be addressed after departure. We hope you have a fabulous stay!