

# Helpful general information about our holiday cottages:

## Common Questions

### **Pets**

Most of our cottages allow one well behaved pet, and some allow two pets. Those cottages that do not allow pets at all clearly say so on their individual brochures. We make a charge of £10.00 per short break, £20.00 per week to accommodate a pet. The payment of this charge does not absolve the pet owner from the responsibility of removing all pet hairs from the interior of the cottage on vacation and all pet mess from the garden. Pets must not be left unaccompanied in the cottage and they are not allowed on the furniture, beds or bedding. We value the goodwill of those of our owners who allow pets.

### **Housekeeping Deposits**

We operate a Good Housekeeping Deposit scheme for many of our cottages. This involves leaving a \*£50.00 cheque or signed credit card slip on arrival. We will be delighted to return this cheque (un-cashed) or credit card slip (unprocessed) by post as long as the cottage has been left in a clean and tidy order, there has been no damage or breakage's during your stay, and if your party included a pet you kept to the few simple rules mentioned directly above. (\*Please note £100-£200 for Xmas or New Year)

### **Linen Hire Service**

We offer a linen hire service to those of our cottages that do not include linen in; the rent. The charge is £10.00 per person per week (£13.00 to extend to a fortnight) and the hire includes all bed linen required, hand and bath towels, bathmat and tea towels.

### **Cot/High Chair Hire Service**

We offer a hire service for cots and high chairs to all our managed cottages and many of our owner operated cottages. The cots and high chairs have been purchased recently and meet BSI standards. The hire charges are £6.00 (high chair) and £16.00 (cot) per week and include delivery/collection and erection/dismantling. Some of our owners have their own cots and high chairs which they offer to you free of charge but they may not meet BSI standards.

### **Short Breaks**

Shorts breaks of less than one week, starting and finishing on any day, are available throughout the Saver and Winter Seasons, and many cottages now offer these breaks throughout the year. Generally you can book a Short Break at any time in advance - the rents are shown on our Price List. Please ring and discuss your requirements with one of our staff.

### **Cancellation Insurance**

Optional Cancellation Insurance covering the death of, accident to, or ill health of any member of the party or any of their, close relatives is available at £20.00 per cottage for each week booked (£10 for breaks of up to 4 nights). We strongly recommend that you take this insurance out and if you do we will send you the cover note.

## **Christmas / New Year Bookings**

Please note our Christmas/New Year start dates vary from year to year: this year our start dates are a Tuesday: (21-28 December for Christmas bookings and 28 December-4 January for New Year bookings). The High Season rent is payable for these weeks, although the computer may show differently.

**There is a Booking Fee of £15.00 payable on all Bookings, whatever the duration**