

Country Cottage Holidays

Dryden House, Market Place, Hawes

Our Refund Policy

Please read this carefully. When you make a reservation with us (by email, telephone or post) this Refund Policy is deemed to have been accepted by you.

Refunds in the event of the Cancellation of your Holiday

The holiday maker should notify the Agent immediately, ideally in writing, if he / she wish to cancel the Booking. The cancellation only takes effect when the Agent has received confirmation from the holiday maker. If the Booking is cancelled after the balance of the rental becomes payable, or if the balance of the rental has already been paid, the balance shall remain payable notwithstanding cancellation.

No refunds will be given on the cancellation of a Booking by the holiday maker unless the Agent has been able to re-let the cottage. Any extra charges in re-letting incurred by the Agent, or any discount given on the advertised rental to ensure it is re-let, will be deducted from the monies the holiday maker cancelling the booking has paid before they are refunded.

In the event of the Agent being unable to arrange the holiday accommodation requested by the holiday maker, or if the cottage becomes unavailable for whatever reason, the Agent will endeavour to arrange alternative accommodation for the holiday maker of an equivalent type and standard in a similar location, and offer this to the holiday maker.

If the holiday maker chooses not to accept the alternative then any monies paid over in respect of the cottage rental will be obtained by the Agent from the cottage owner and paid back to the holiday maker without any deduction.

The Agent is not liable for any costs associated with accommodation arranged personally by the holiday maker in the event of the Agent being unable to arrange the holiday accommodation requested by the holiday maker, or if the cottage becomes unavailable for whatever reason. These costs must be paid by the holiday maker.

The Deposit is 50% of the Rental, or if the holiday is due to commence within 4 weeks of the date of a reservation, 100% of the Rental

Save as set out above, the Agent shall have no liability for the cancellation or alteration of a booking.

Definitions of terms used in our Brochures / our Website / our Documentation

Extra Fees means any fees payable by the Holiday maker other than the rental and booking fee, including (but not limited to) credit card handling fees, holiday cottage cancellation insurance, heating supplements, pet charges and linen charges.

Agent (or We) means Country Cottage Holidays, Dryden House, Market Place, Hawes, North Yorkshire

Booking means the reservation of the Cottage by the Holiday maker.

Booking Conditions means these terms and conditions.

Booking Fee means the booking fee payable by the Holiday maker to the Agent, being £15 per booking, irrespective of the length of the holiday.

Deposit means:

- 50% of the Rental Charge; or
- if the holiday is due to commence within 4 weeks of the date of a reservation, 100% of the Rental

Holiday maker means the person or persons making the booking.

Holiday Confirmation means the confirmation of the booking issued by the Agent to the Holiday maker (by email and / or post) once the Initial or Full payment has been processed.

Initial payment means the payment of the booking fee, the deposit and any additional fees.

Full payment means the payment of the booking fee, the full rental and any additional fees.

Cottage means the accommodation for which a booking is made.

Cottage Owner means the owner of the Cottage.

Rental means the total rental payable in respect of the booking.

Reservation means a request to make a booking in the form of a completed holiday booking form (whether submitted via the post, email, website or otherwise) or a telephone booking.

Short Break means a holiday for a duration of less than seven nights.

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Hawes**

December 2015
