

## Drovers Cottage

These terms and conditions are deemed accepted by you on receipt of the damage deposit. Please read them carefully.

### Damage deposit

Harnham Hall will take a damage deposit of £250 in cash on your arrival, which will be returned to you after inspection of the cottage at your departure. All or part of the damage deposit will be retained if the cottage is not left in the clean and tidy condition in which it was found, to cover the cost of any additional cleaning and laundry required over the usual designated amount, removal of excess rubbish, any damage to the property content or the replacement of bedlinen or towels.

### Liability

Harnham Hall accepts no responsibility for any damage, injury or illness caused by use of the accommodation and any amenities and such use is at the Hirer's own risk. The details and prices in the brochure/website may be subject to change. The information given in the brochure and on our website is believed to be correct and true at the time of going to press. Harnham Hall cannot be held responsible for (and cannot accept liability for) issues outside their reasonable control such as breakdown of domestic appliances, plumbing, electrical problems, structural repairs, non-working Wi-fi, poor TV reception, invasion of pests, infestations or damage caused by exceptional weather conditions, or by noise and disturbance resulting from nearby building works, noisy neighbours or local events.

### Complaints Procedure

In the unlikely event of a problem, all complaints must be received before the end of the holiday rental to enable any issues to be resolved. Please note that no correspondence can be entered into concerning complaints made upon departure or after your return home.

### Occupancy

It is not permitted to exceed the maximum number of allowed people, which at Drovers Cottage is four. You must not hold events, such as parties', celebrations or meetings at the property without the prior consent of the owners. You should advise us of the party size at point of booking and any changes prior to arrival.

### Guests Undertakings

You are responsible for all members of your party and you all agree to keep the cottage clean and tidy; not to commit or allow any of your party to commit any act which breaks the law; not to use the property for any commercial or illegal purpose; not to sublet the property as a whole or any part thereof or otherwise allow anyone to stay whom we have not previously accepted and informed the owner as being part of

your party; not to behave in an anti-social manner, breach the peace or otherwise act in a way which may disrupt, affect the enjoyment of or cause nuisance to any others particularly the occupants of the neighbouring properties.

#### No Smoking

Smoking of tobacco in any form or E-cigarettes is not permitted inside any of our properties or in the gardens.

#### Dogs/Pets

No dogs/pets are permitted at Drovers cottage - inside or out, any party breaching this condition will forfeit the right to stay and will not be refunded for the remainder of any stay.

#### Bed Linen and Towels

Bed linen and towels are provided in all of our properties. Towels must remain inside the property and should not be used as beach towels. If you are staying in a property for 2 weeks or more, bed linen and towels can be changed weekly on request. Please do not use the towels for fake tanning, a fee of £10 per towel will be made for any used for this purpose.

#### Refuse Collection

It is the guest's responsibility to make sure the correct rubbish bins (black & blue) are moved to the correct location ready for collection.

#### Return of Personal Belongings

In the event of any items being left in the property Harnham Hall, will attempt to locate, collect, package & post the items back to you, but return cannot be guaranteed. There is an administrative charge of £10 for this, plus the postage costs, which will be agreed between both parties before postage.

Harnham Hall reserves the right to regain possession of the property in the event of a major breach of these terms and conditions. In this case all payments made will be forfeited and we would not be legally responsible to you as a result of this situation.

#### Emergency Contact

**07712 474 527** - Jules, for any emergency.

Received the sum of: £250 in cash

Date:

Damage deposit

Julian Kent  
Harnham Hall  
Belsay  
NE20 0HF