Berwick Cottage Booking Terms and Conditions

1. All bookings run from Thursday to Thursday unless by prior arrangement.
2. Arrival time is between 15:00 – 16:00 and departure by 10:00.
If you have an emergency which is likely to delay your arrival it is your responsibility to inform the House Manager.
3. A non-refundable deposit of £250 is required at the time of booking.  The remaining balance is due 10 weeks prior to your stay. Bookings may be subject to cancellation if this is not received by the due date.
4. We supply duvets, pillows and bedding for the duration of your stay. Please note that we do not supply towels or tea towels. If your stay exceeds one week, we are unable to supply additional bedding, but washing and drying facilities are provided for your convenience.
5. If any member of your party changes during the period of your stay, they will be responsible for supplying their own bedding.
6. Please make sure that the property is clean and tidy before you leave and that rubbish and recycling is disposed of appropriately. We politely request that you refrain from leaving the dishwasher running when you depart.
7. On departure, please ensure that the front door key is left in the key safe. We also recommend that the key is left in the key safe whilst you are away from the property.
8. Please take good care of the property and record any breakages or damages in the defects book. The property will be inspected on the morning of your departure, and you will be advised of any damage that has been found or items that are missing. Please note that there may be a charge to cover the replacement or repair of damaged items.
9. We reserve the right to cancel a booking due to circumstances beyond our control. If this happens, we will refund all monies paid.
10. The number of people using the accommodation at any time must not exceed six.
11. We are pleased to welcome dogs, whether they are assistance dogs or family pets. If you would like to bring a family pet dog, please contact us to discuss this before making your booking.
12. Please be aware that we operate a no-smoking and vaping policy at the property. Any evidence of non-compliance may result in an additional charge for cleaning.
13. We advise you to make sure that adequate insurance protection is in place for your stay.
14. If you need to cancel your booking, please notify us by telephone as early as possible. If you cancel less than 10 weeks before the commencement of your stay, we reserve the right to retain 100% of the cost of your holiday. However, if we can re-let the property, you will receive a refund of the cost of your holiday minus the deposit. Whilst Cancellation Insurance is not mandatory, we strongly advise you to take it out to cover you in the case of unforeseen eventualities such as personal accident, car breakdown, redundancy etc.

If you would like to contact us about your booking, you can contact us by telephone (01692 630572), or email Berwickcottage@nancyoldfield.org.uk. Please ring between 10am and 2pm Monday to Friday.