

Standard Terms & Conditions for stays at Low Costa Mill

1. The person making the booking must be at least 18 years old, and accepts responsibility for everyone (including pets) staying in the cottage(s) during the booking period, and their visitors. The booking is not transferable to anyone else or to other dates without our written agreement.
2. A telephone/email booking will be held for a period of 3 days pending receipt of a deposit. We require a 30% deposit of the total booking cost (non-refundable) Payment is by debit / credit card or bank transfer. **PLEASE NOTE** - when you submit a booking via our online reservation system, this does not form a contract between us, it is a booking request only. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email and deposit or full payment has been made.
3. The balance of payment is due on arrival by cash or debit / credit card, OR by bank transfer 2 weeks prior to your arrival EXCEPT
 - a. For bookings of 3 or more cottages, the balance is due by debit / credit card or bank transfer 6 weeks prior to your arrival. It is the Guests responsibility to ensure payment is sent at the appropriate time.
4. GUESTS ARE RESPONSIBLE FOR THEIR OWN CANCELLATION INSURANCE ARRANGEMENTS.
5. Cancellations must be received in writing; should you cancel your holiday within six weeks of your holiday commencing then the full balance is due and non-refundable.
6. The Proprietors reserve the right to cancel or alter the booking arrangements - in this event Low Costa Mill shall only be liable for the return of monies received.
7. Low Costa Mill does not accept bookings for large single sex groups, including hen or stag parties.
8. Guests undertake to leave the cottage/cottages in a clean and tidy condition as found on arrival, with all bins emptied and all dishes washed and put away in cupboards. We ask that no food is left in the fridge or freezer. When more than one property is booked, please ensure that all crockery/cutlery/glasses etc are put back in the correct cottage prior to departure. We request that no furniture is moved from cottage to cottage. **WE RESERVE THE RIGHT TO CHARGE YOU, IF IN OUR OPINION, THE ACCOMMODATION NEEDS ADDITIONAL CLEANING THAN WOULD OTHERWISE BE REASONABLY EXPECTED.**
9. Guests are responsible for any breakages or damage and must inform the Proprietors of such. The Proprietors reserve the right to enter your cottage/cottages for inspection if they consider it necessary.
10. The Proprietors reserve the right to seek compensation for any damage discovered after guests have departed.
11. GUESTS MUST REFRAIN FROM SMOKING IN THE COTTAGES AND SWIMMING POOL AT ALL TIMES.
12. The Proprietors are not to be held responsible for the loss of any valuables or property left on or around the premises at any time. All guests, their family, friends or visitors must ensure that they take all reasonable steps to ensure their own safety and that of others whilst on the property/premises. **THE PROPRIETORS WILL NOT ACCEPT RESPONSIBILITY FOR ANY INJURY OR LOSS CAUSED WHILST IN OR AROUND THE PROPERTY/POOL BUILDING/GROUNDS.**

13. Lost /Left Property will be kept for 14 days and then disposed off. Please contact us as soon as possible following your stay if you believe you have left a personal item at Low Costa Mill. Left items can be posted back if required, once the cost of postage has been covered.
14. Under NO circumstances may more than the maximum number of persons stated on the website and in the brochure occupy each cottage. The Proprietors reserve the right to refuse entry TO THE ENTIRE PARTY if this condition is not observed. Please inform us if you wish to have day visitors so that we can make sure you will have enough crockery etc. Day visitors must leave site by 8pm to ensure other guests are not disturbed.
15. **CONSIDERATION TO OTHERS - Guests are requested to respect the peace and safety of everyone staying at Low Costa Mill. Noise after 10pm must be kept to an absolute minimum. The Proprietors reserve the right to ask any guest/guests to leave the cottage/cottages/premises should they cause upset or disruption to other guests for whatever reason.**
16. Bookings are **STRICTLY FROM 4PM ON THE DAY OF ARRIVAL TO 10AM ON THE DAY OF DEPARTURE unless by prior arrangement.** Our housekeepers arrive at 10am on the day of your departure to prepare for our next guests, and will need access to your cottage. We ask that you respect these times.
17. PETS - two well behaved dogs per cottage (specific cottages only) are welcome BY PRIOR ARRANGEMENT on the understanding that they are not left on their own in the cottage at any time, that they are not allowed on the furniture or taken into the bedrooms, that they are not taken into the Play Area and that owners act responsibly and clean up where necessary on walks around the grounds. There is a charge of £15.00 per short break/week per dog.
18. The use of the Swimming Pool is for those persons staying in the cottages and included in the booking form only.
19. Data Privacy Statement. We treat any data collected during the course of making bookings or dealing with enquiries in strict confidence. Your data will never be sold. Our full policy is available on our website, or please let us know if you would like a copy sending to you by email or post.