



### **Terms and Conditions**

- 1 You will receive a confirmation email from us once payment has been received.
- 2 If in some circumstances part payment has been received, balance is due 6 weeks prior to your stay.
- 3 When booking, please let us know the number of adults and children who will be staying and the ages of the children. Please make us aware of any changes to the guests prior to your arrival.
- 4 If you have to cancel your booking for any reason any time prior to your arrival, your payment will only be refunded (less an admin charge of £50), if the period you were due to be staying is re let.
- 5 If your booking is affected by Covid-19 we will amend your booked dates or issue a credit note.
- 6 The carriage will not be available before 4pm on your day of arrival.
- 7 The carriage is strictly 'NO SMOKING'. This includes leaning out of a door or window to smoke.
- 8 Lighting of candles inside the carriage is strictly forbidden.
- 9 If you are due to have visitors during your stay, please could you notify us in advance.
- 10 We have a strict no pet policy.
- 11 Please let us know of any breakages or damage as soon as possible during your stay. In the case of minor breakage such as a glass or plate there will be no charge, however, for a more serious breakage or damage we reserve the right to charge for the replacement or fixing of these breakages or damage.
- 12 Induction hobs are installed in our carriages
- 13 Please leave the carriage in a clean and tidy condition when you leave.
- 14 The carriage must be vacated by 10am on departure day