



Smallshaw Cottages

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Booking Terms and  
Conditions





## Types of Break Offered here

Properties offered to let on a weekly basis, either Friday to Friday or Monday to Monday or we offer short breaks (3 night weekends - Friday to Monday or 4 night midweeks - Monday to Friday). \*New for 2023 - 2 night weekend breaks Friday to Sunday. Arrival time on start of break is from 4pm and time of leaving on day of departure is by 10am. We also offer overnight spa breaks midweek, please enquire for details.

## Booking your Holiday

Book online at [www.smallshaw.com](http://www.smallshaw.com) A 20% deposit of the total hire charge is required to secure your booking. The remaining balance is payable no later than four weeks prior to commencement of the holiday. If you are booking within four weeks of the start of your holiday, payment in full is required.

## Cancellations

In the event of cancellation, every effort will be made to re-let, but if a substitute tenant cannot be found, you will be responsible for the period of the reserved tenancy. If you cancel with more than four weeks notice prior to your stay a charge of 20% of the total cost will be applied. If you cancel within four weeks an 80% charge of the total cost will be applied. However if a substitute tenant can be found you will only be liable for a £25 per cottage charge to cover the cost of administration.

It is important that cancellations are notified to us as soon as possible by phone followed by written confirmation. We advise guests to take out their own cancellation insurance with a reputable company.

## Linen & Local Information

All properties are supplied with pillows, duvets, bed linen, blankets, towels, and tea towels. Please advise when booking if non allergenic bedding is required. We have a digital brochure which will be attached with your pre arrival information giving you details of all local pubs, restaurants as well as attractions and things to do in the area.

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## Covid-19

If the government imposes another government lockdown we will reschedule or refund your booking without hesitation. If within the tier system we are prevented from opening the cottages we will again refund or reschedule your booking without question.

We provide a unique holiday destination with outstanding facilities here (outdoor hot tub/ bbq house/ tennis court and day spa) but please be aware that due to government restrictions some facilities may not be available so please do check at the time of booking if our facilities were a main reason for your booking with us.

We are unable to offer a reschedule or a refund should you wish to cancel due to you needing to self isolate or if you test positive for Covid19 (as per any illness) so we would recommend looking at travel insurance for this purpose. This also applies to a change in circumstances, such as being called for jury service/ work/ disinclination to travel.

There are many different companies who are covering this including The Post Office and Trailfinders but these are only recommendations, we can't endorse any company, this must be your choice and tailored to your needs that are relevant.

If you become unwell during your stay, you will be liable for the costs of a further stay should this be necessary. Government advice should this happen to date is to travel home however and we would encourage you to do this.

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## Cleaning

All properties are cleaned thoroughly between each let. However it is a condition of your let that you leave the property as you found it, clean and tidy. Major breakages should be reported as soon as possible and paid for. Please refer to our comprehensive cleaning schedule as to how we are addressing the thorough cleaning of each property between lets.





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## Dogs

Dogs are welcome (max 2 per cottage). Dogs must not be allowed upstairs or on any furniture in any property and must be kept under strict control at all times. Please bring your own bedding and basket for your pet. £30 surcharge per pet. Please see our Dog Friendly Policy. If dogs have been found to have been upstairs/ on furniture or stained the carpets a retrospective charge of £50 will be applied.

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## Equipment

Each property is furnished and equipped to cater for the stated permitted occupancy, we require a list of guest names for health & safety and fire regulations. (One extra bed can be put into Rowan, Birch and the Farmhouse), Domestic equipment includes washing machine, dishwasher, oven and hob, fridge with freezer compartment, television, cd and radio player and iPod docks. If you have any special needs or requirements please let us know at the time of booking

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## Respecting other Guests

As we are a complex of four cottages please be mindful of other guests in terms of noise.

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## Smoking

Smoking is strictly not allowed inside any of the cottages.

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## Privacy

We take your personal information, for two purposes. Firstly to process your enquiry or booking and secondly to provide you with relevant information. It will not be passed on to any third party.

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## Complaints

It is of utmost importance to us that holidaymakers enjoy their holiday and every effort has been made to ensure this. However, in the unlikely event of dissatisfaction, please contact us immediately so that the opportunity to rectify the problem is given.

# Terms & Conditions - Cottages

I agree that the subject will be used as a holiday accommodation and for no other purpose whatsoever and I will vacate them at termination date without prior warning or process of law.

I agree that the number of people occupying the accommodation must not exceed the number for which beds are stated to be provided in the description. If extra guests are found to be staying in the cottages, they will be asked to leave immediately and a retrospective charge of £50 per person per night will be applied.

I agree that the facilities of Smallshaw Cottages are only for use by cottage guests. I agree that I am responsible for leaving the house clean and tidy and undamaged for the next tenant, and that I will pay for any damage or breakages at their replacement value. I agree to leave the hired premises secure if left unoccupied during the period of the let.

I agree that my animals must be kept under strict control at all times and that they will not be allowed upstairs or on the beds or furniture, or foul the area immediately around the property. Dogs must not be let out unattended. If dogs have been found to have been upstairs/ on furniture or stained the carpets a retrospective charge of £50 will be applied.

I agree that if any monies are owing at the end of my stay, they must be settled prior to leaving.

If the government imposes another government lockdown we will reschedule or refund your booking without hesitation. If within the tier system we are prevented from opening the cottages we will again refund or reschedule your booking without question.

We provide a unique holiday destination with outstanding facilities here (outdoor hot tub/ bbq house/ tennis court and day spa) but please be aware that due to government restrictions some facilities may not be available so please do check at the time of booking if our facilities were a main reason for your booking with us.

We are unable to offer a reschedule or a refund should you wish to cancel due to you needing to self isolate or if you test positive for Covid19 (as per any illness) so we would recommend looking at travel insurance for this purpose. This also applies to a change in circumstances, such as being called for jury service/ work/ disinclination to travel.

There are many different companies who are covering this including The Post Office and Trailfinders but these are only recommendations, we can't endorse any company, this must be your choice and tailored to your needs that are relevant.

If I become unwell during my stay, I agree I am liable for the costs of a further stay should this be necessary. Government advice should this happen to date is to travel home however and we would encourage you to do this.

I agree that, in the event of cancellation, every effort will be made to re-let, but if a substitute tenant cannot be found, I am responsible for the period of the reserved tenancy. If you cancel with more than four weeks notice prior to your stay a charge of 20% of the total cost will be applied. If you cancel within four weeks an 80% charge of the total cost will be applied. However if a substitute tenant can be found you will only be liable for 5% of the cottage cost to cover administration.

It is important that cancellations are notified to us as soon as possible by phone 01226 767506 followed by written confirmation by email [info@smallshaw.com](mailto:info@smallshaw.com)



## Terms & Conditions - Hot Tub

Please note, we require people to shower and remove make up before using the spa. We use a Chlorine Chemical to sanitise our spa. We recommend showering afterwards to wash off any residual chemicals.

Persons suffering from heart disease, diabetes, high or low blood pressure, etc., should not enter a hot tub without medical consultation. In addition, use by the elderly and infants is not recommended without medical consultation.

Never use a hot tub while under the influence of alcohol, anti-coagulants, antihistamines, vasoconstrictors, vasodilators, stimulants, hypnotics, narcotics, or tranquilizers.

Pregnant women should consult their physicians before use. It is important to note that the critical point in foetal development occurs in the first three months of pregnancy.

Women of childbearing years are advised to observe caution in their use of a spa, in that they might be in the very earliest stages of pregnancy and not yet know it. Limit soaking use to ten minutes at a time.

Use of the hot tub is entirely at your own risk. We cannot be held responsible for any injury, skin irritation or reaction occurring as a result of using the spa. Any damage occurring during use of the spa must be paid for.

Children under 5 are NOT allowed to use the hot tub and children between 5 and 18 MUST be accompanied by an adult.

The hot tub is NOT to be used after 10pm at night.

Plastic glasses are provided for use in the hot tub, glassware is not to be taken to the hot tub.

**PLEASE NOTE THE HOT TUB IS FOR USE BY COTTAGE GUESTS ONLY.**

