



Old  
**TUMP HOUSE**

FOREST OF DEAN

## Standard T&Cs

**All bookings are subject to our Terms and Conditions which should be read before booking**

### **What's included:**

The price of your stay includes electricity, heating, linen (changed weekly if your stay is for more than one week), towels, tea towels, kitchen cloths, cleaning liquid, dishwasher tablets, and washing machine detergent. In winter the first basket of logs and kindling is provided. A welcome basket of milk, eggs, butter, bread and a bottle of wine is also provided free of charge.

Prices are for the whole cottage, not per person.

### **Guests:**

The maximum number of adults (including children sleeping in their own beds) in the cottage is 6. Each bedroom has room for a cot so we allow up to 3 babies/toddlers. However please read our Access Statement with regard to safety as there are hazards such as a log burner in the cottage and stone steps in the patio area. Toddlers and children must be supervised at all times.

### **Pets:**

We regret that pets are not permitted, with the exception of assistance dogs.

### **Arrival:**

Arrival time is any time after 4pm. If you would like to arrive earlier please call to discuss, as this can sometimes be arranged. It is helpful to let us know when you plan to arrive so that we can greet you.

### **Departure:**

Departure time is by 10am on the final day to allow us time to clean the cottage prior to the arrival of the next guests.

### **Payment:**

We accept payment by Online Banking or Cheque. Account details are on the booking form.

### **Deposit:**

A provisional booking can be made by telephone or email and will be held for five working days pending receipt of completed booking form and a non-refundable 20% deposit. The booking will be confirmed to you by email (or in writing, at your

request). The full balance is due 6 weeks prior to your arrival. If your booking is made less than 6 weeks before your arrival date then the total must be paid at the time of booking. If full payment has not been received by 6 weeks before the start of the let, we reserve the right to cancel the booking and the deposit will be lost.

### **Cancellation:**

We recommend that you arrange your own insurance, as we do not provide refunds should you need to cancel for any reason. We will, however, endeavour to re-let the cottage should you need to cancel. If we do so, then we will refund you the cost of your booking, including the deposit.

In exceptional circumstances we reserve the right to cancel the booking without liability, with a full refund of all monies paid.

### **Damages:**

We do not request a security deposit for damage/breakages, however we ask that you treat the cottage and furnishings with care and report any damage/breakages so that we can replace them quickly. We will not charge you for minor accidental damage such as the odd wine glass, but you are responsible for the cost any significant breakages/damage caused by your party. Any damages must be reported prior to departure.

### **Recycling:**

We try to recycle as much as possible and minimise how much we send to landfill. We ask that you do the same. Labelled recycle bins are located in the alleyway next to the cottage for your convenience. All glass, plastic bottles, cardboard, aluminium cans and paper should be recycled.