

Booking Conditions for Butleigh Coombe

When making a booking you are agreeing to the following conditions:

Bookings & Payment

- Provisional bookings must be confirmed by the return of the Booking Form and 25% deposit within 7 days.
- The full balance is due 6 weeks before the arrival date.
- If the arrival date is less than 6 weeks away from the provisional booking date then the full balance must be returned with the Booking Form.
- A security deposit of £250 is required along with the final balance. This will be returned by BACS payment once a full check of the property has been completed.
- On payment of final balance relevant information will be sent out.
- Non-payment by the due date will be treated as cancellation.

Cancellation

- In the event of cancellation deposits are non-refundable in any circumstances.
- The balance will only be refunded if Butleigh Coombe is able to be re-let.
- Holiday cancellation insurance is widely available.
- In the unlikely event of Butleigh Coombe being unavailable for reasons beyond our control e.g. fire damage, we will refund the full amount but will not be liable for any other expenses and costs.

Butleigh Coombe facilities

- The cost of your holiday includes gas & electricity, Wi-Fi, heating, bed linen and towels (please bring your own beach towels).
- A travel cot is available on request free of charge.
- There is off road parking for three to four cars.

Arrival & Departure

- Butleigh Coombe is available from 4pm on the day of arrival until 10am on the day of departure.

Guest Numbers

- The maximum number of guests occupying Butleigh Coombe is 8 (not including babies in cots)
- No single sex groups.

Smoking

- Guests are not permitted to smoke inside the house.

Pets

- No pets are allowed

Cleaning, damages & breakages

- Guests should take good care of Butleigh Coombe and its fixtures and fittings. It should be left in the same clean and tidy condition as it was found. Any breakages or damage should be reported and the right is reserved to charge for this. Any additional cleaning/ tidying/unstacking of dishwasher will be charged at £15 per hour. This is our family home so we would be grateful if you would treat it with care.
- Bins should be left out the night before collection day. Failure to do so will incur a fee of £30. You will be emailed the details before your holiday and reminded the day before by email.

Keys

- Guests will be provided with one set of keys at the start of their holiday and will be their responsibility during their stay. They must be returned at the end of their holiday. Loss of keys must be reported immediately and a charge will be made to cover costs of replacement.

Liability

- The use of Butleigh Coombe is entirely at the guest's risk and no responsibility can be accepted for any injury, loss or damage to the guests or their belongings.