

## Little Crifts Cottage - Rental Rules

*These rules form part of the contract for the rental of Little Crifts Cottage. Please read them carefully. If, for any reason, you feel you are not able to abide by them, please contact us immediately to cancel your reservation, and do not make your deposit payment.*



*Your payment of the reservation / security deposit confirms your agreement with these terms and conditions; subsequent cancellation will be handled according to the cancellation rules set out here.*

### 1 – COTTAGE DETAILS

#### **COTTAGE ADDRESS -**

Little Crifts Cottage,  
West Trelyn, Altarnun, Launceston, Cornwall, PL15 7SN.

#### **PROPRIETORS -**

Mr Nigel and Mrs Kate Watson,  
West Trelyn, Altarnun, Launceston, Cornwall, PL15 7SN.  
Telephone: 01566 880499 (international dialling +44 1566 880499)

**CHECK-IN TIME** is AFTER 3 P.M.

**CHECKOUT** is BY 10 A.M.

Little Crifts Cottage is a **NON SMOKING** property.

#### **PETS –**

Dogs are permitted only with prior agreement, and **subject to the additional terms and conditions contained in Section 5**. Please read these carefully and ensure you are able to abide by them before confirming your booking.

One medium sized dog only (no larger than Labrador-sized, around 30kg).

**If you intend to have a dog at the premises during your rental and have not advised us of this in your booking enquiry, please contact us immediately.**

### 2 – DEPOSITS, PAYMENTS, CANCELLATIONS & CHARGES

#### **SECURITY / RESERVATION DEPOSIT –**

A security deposit of **£150** is required.

This must be received within **five (5) days** of booking the holiday property.

The deposit automatically converts to a security/damage deposit upon arrival.

The deposit is NOT applied toward rent; however, it is fully refundable within **14 days** of departure, provided the following provisions are met.

- No damage is done to property or its contents, beyond normal wear and tear.
- No charges are incurred due to illegal activity, pets or collection of rents or services rendered during the stay.
- All debris, rubbish and discards are placed in rubbish bin, and soiled dishes

are placed in the dishwasher and cleaned.

- The cottage is returned in a reasonable state of cleanliness.
- No additional cleaning is required due to non-adherence to rules relating to pets (see Section 5).
- All keys are left on the kitchen table.
- Any charges accrued during the stay are paid prior to departure.
- No cottage contents (linens, crockery / glassware, kitchen equipment, etc) are lost or damaged.
- No early arrival or late departure, unless agreed in advance.
- The renter is not evicted by the owner (or representative of the owner) or local law enforcement.

In the unlikely event that damages or costs exceed the deposit value, the renter remains responsible for paying these additional costs.

You are responsible for Little Crifts Cottage and its contents during the period of your rental – we strongly recommend you have appropriate travel insurance to cover any damages that might arise.

#### **PAYMENT –**

Full payment of the rental rate is required **60 days** before arrival.

Payment may be made via bank transfer (BACS), or personal cheque, in Pounds Sterling (UK). If paying by cheque, please **allow an additional 10 days** for cheque processing & funds clearance. Payment details can be found on your invoice / booking confirmation.

#### **CANCELLATION BY YOU –**

- **CANCELLATIONS MORE THAN 60 DAYS BEFORE ARRIVAL –**

Your reservation / security deposit will be refunded, minus a £25 administration charge. Any rental payments you have already made will be refunded in full.

- **CANCELLATIONS BETWEEN 60 AND 30 DAYS BEFORE ARRIVAL –**

We will refund 50% of your rental charge if you cancel more than 30 days before arrival. We will refund your reservation / security deposit in full.

- **CANCELLATIONS LESS THAN 30 DAYS BEFORE ARRIVAL –**

No refund of the rental payment will be made in these instances unless we are able to re-let the property for the full period of your reservation, in which case a 50% refund will be given. Your reservation / security deposit will be refunded in full.

We recommend that all visitors have travel insurance to cover any losses incurred in the event of cancellation by them for reasons beyond their control.

#### **CANCELLATION BY US –**

We reserve the right to cancel any reservation at any time if for reasons beyond our control we are not able to accommodate you at Little Crifts Cottage. In the event of such cancellation by us at any time before your arrival, all funds paid by you will be refunded in full.

In the unlikely circumstance of such cancellation by us after your arrival, we will refund pro-rata any unused portion of your visit, and the security / reservation deposit according to the conditions above.

In the event that you are unable to remain in the cottage due to your actions, no refunds will be given, and additional costs may be payable by you to rectify damages. No compensation will be paid for cancellations by us.

**NON-PAYMENT –**

If the deposit is not received within 5 days of the booking request, the reservation will be cancelled.

If the full rental fee due has not been received by 60 days prior to your arrival, we will make reasonable efforts to contact you. Should payment remain outstanding by 45 days prior to your arrival, your reservation will be cancelled. Your reservation / security deposit will not be refunded.

**MAXIMUM OCCUPANCY –**

The maximum number of guests is limited to **four (4) persons including children.**

One additional baby may be accommodated – guests should provide their own travel cot. No additional overnight guests may be accommodated other than those listed on the booking documentation.

**AGE OF RENTERS –**

Renters must be 25 years or older. Guests may be accompanied by no more than two children under the age of 18, for whom they are responsible.

**NOISE & PARTIES –**

No parties are to be held at the cottage.

Guests should behave in such a way as to avoid disturbing neighbours with excessive noise or loud music.

**LENGTH OF STAY –**

This property is rented by the week (7 days) from Saturday to Saturday.

**INCLUSIVE FEES –**

Bed linen & bath towels are provided.

Gas, electricity, water, heating and Wi-Fi costs are included in the rental charge.

Beach towels are not provided – please bring these with you.

**RATE CHANGES –**

Rates subject to change without notice.

**FALSIFIED BOOKINGS –**

Any booking obtained under false pretence will be subject to forfeiture of advance payment, deposit and/or rental money, and the party will not be permitted to check in.

**WRITTEN EXCEPTIONS –**

Any exceptions to the above mentioned policies must be agreed in writing in advance.

**3 – SERVICES & ADDITIONAL DETAILS****ACCESS TO THE PROPERTY –**

Access to Little Crifts Cottage from the road is along a stone and gravel driveway, and over a cattle grid. This driveway passes over our neighbours' land.

It is likely that the landowners' livestock and / or dogs may be running free on this land.

Please drive extremely slowly and carefully along the driveway. Whether in a vehicle, or on foot, please keep to the driveway and do not wander onto the adjacent field. Please keep gates around the property securely closed at all times. Dogs must be strictly kept under control and on a short lead while walking on the driveway.

Access to the property over this driveway is strictly at your own risk.

### **PARKING –**

Parking is limited to **two (2)** vehicles.

Vehicles are to be parked on the gravel driveway adjoining the cottage only.

Vehicles are parked strictly at owners risk.

Parking on or by the access driveway, or in any other place on the property, is not permitted. Vehicles parked inappropriately and causing a nuisance to us or to our neighbours may be towed at tenants' expense.

### **HOUSEKEEPING SERVICE –**

A daily housekeeping service is not provided.

Bed linens and bath towels are included in the rental.

For visitors staying for more than one week, we will provide a brief housekeeping visit, and fresh linens and towels, every Saturday. If you would prefer to change your own beds, please let us know and we will provide you with fresh linens.

We do not permit towels or linens to be taken outside the property, so please bring your own beach towels.

### **FIREPLACE –**

The cottage is equipped with a wood-burning stove.

The stove is provided in addition to under-floor central heating – consequently, even in winter, it should never be necessary to use it to keep the cottage at a comfortable temperature.

Tenants should only light the stove if they are confident they are able to use it safely. Please burn only wood in the stove as the burning of inappropriate fuels may cause damage to the stove and flue, as well as nuisance and pollution.

**Please remember that all surfaces of the stove and flue pipe become extremely hot during use.** Do not place any items on the stove-top at any time. Visitors with young children, or who have mobility or balance difficulties, should not light the stove. Do not allow children to light or operate the stove.

### **LIVESTOCK & SMALLHOLDING –**

Little Crifts Cottage is located on a working smallholding, where food is grown and livestock are raised. It is likely that livestock will be seen (and sometimes heard or smelled) in the fields that surround the cottage.

Please keep gates around the property closed at all times.

The smallholding is a working environment. While we will endeavour to respect your privacy and peace and quiet, it may at times be necessary to undertake grounds maintenance and smallholding tasks (for instance, hedge or grass cutting, livestock handling, and other activities involving machinery) during your visit.

### **WATER AND DRAINAGE –**

Due to the rural location of Little Crifts Cottage, the cottage is not connected to mains water or drainage.

Water is supplied from a borehole, and is processed via a modern filtration and UV treatment system. The water supply is tested annually, and conforms to Private Drinking Supplies standards. Visitors may, however, at their sole discretion, prefer to drink bottled water.

Drainage from the cottage is to a septic tank system. The septic system is very effective; however, it will clog up if improper material is flushed.

**Guests MUST NOT FLUSH anything other than natural waste and toilet paper.**  
No feminine hygiene products, facial wipes, 'wet wipes', cotton wool, cotton buds (Q-tips), contraceptive products, or any similar items should be flushed at any time. All such items should be hygienically wrapped if appropriate and disposed of in the waste bin. If it is found that such items have been flushed and clog the drainage system, you will be responsible for any costs incurred and any resulting damages to the property.

#### **4 - LIABILITY AND INSURANCE**

##### **TENANTS' RESPONSIBILITIES -**

Tenants are responsible for Little Cripts Cottage and its contents for the duration of their rental.

Damages occurring to the fabric of the property, it's contents, and surroundings, however caused, beyond normal wear and tear, will be deducted from the security deposit. The proprietors are the sole arbiters of whether or not any given damages represent normal wear and tear.

In the event of costs or damages exceeding the value of the deposit, the tenant remains liable for any additional costs.

##### **USE OF THE COTTAGE AND ALL FACILITIES ARE AT YOUR OWN RISK -**

Visitors are responsible for their own safety, and that of any children travelling with you, while staying at Little Cripts Cottage.

We cannot accept responsibility for any accidents, injuries, or loss or damage to your property or vehicles that might occur during your stay.

Visitors with dogs are responsible for their pet's safety, and for any damages caused by them (see section 5 for full details).

##### **TRAVEL INSURANCE -**

We strongly recommend visitors take out travel insurance to cover any unexpected damages or costs that might arise from your visit.

#### **5 - ADDITIONAL RULES FOR VISITORS WITH PETS**

Only the pet specifically agreed between the proprietor and guest at the time of booking is permitted at Little Cripts Cottage.

**Guest with pets must comply with the following additional rules:**

1. Only one medium-sized adult dog is permitted at any time at Little Crifts Cottage
2. We may, at our sole discretion, require you to provide a veterinary certificate attesting to the following:
  - a. Dogs should not exceed thirty (30) kilograms.
  - b. Must be at least one (1) year of age or older.
  - c. Must be up-to-date on all vaccinations.
  - d. Have been treated with a suitable prescription-strength flea and tick treatment within an appropriate period before their arrival.
3. All pets must be kept on a lead at all times around the property except while under the owners' direct supervision in the garden. Little Crifts Cottage is located on a working smallholding and livestock - including sheep, poultry and geese - are free ranging in the fields surrounding the cottage. Any worrying, chasing, or injury to livestock (either our own, or belonging to our neighbours) caused by visiting pets will not be tolerated. You will be responsible for any injury caused to livestock by your dog (including veterinary fees and, if appropriate, compensation for loss). Visitors who are not able to keep their dog under appropriate control will be required to leave the cottage, and no refund will be given. **If you are not sure that you are able to keep your dog safely under control, please do not bring them to stay at Little Crifts Cottage.**
4. Guests are responsible for cleaning up any/all pet refuse. This should be bagged securely and disposed of in the general waste bin.
5. Pets are not allowed on furniture, or in the bedrooms, at any time. Any evidence of pets on furniture or in bedrooms, or of pet soiling to other areas of the cottage, will result in a **£50 additional cleaning fee** being deducted from your deposit.
6. Any damages caused to the cottage, cottage surroundings, furnishings or contents by pets will be deducted from the security deposit. Should the value of damages exceed the value of the deposit, the tenant remains liable for payment of the full costs of rectifying the damages caused.
7. Guests should prevent pets from producing excessive noise at a level that disturbs neighbours.
8. Dogs are not to be left unattended at the property at any time, unless they are crate trained and owners bring a suitable crate to use for short periods (no more than two hours). Dogs must not be kept in cars, or tied outdoors, on the property at any time.
9. Pets are accommodated at Little Crifts Cottage strictly at their owner's risk. We cannot accept any responsibility for your pet's safety while in or around the cottage.

All items above are the sole responsibility of the tenant and pet owner. We recommend you have third party liability insurance to cover any costs incurred as a result of your pet's behaviour. This cover is often included with pet insurance policies.