



Terms & Conditions

Thank you for choosing to stay at Pond Cottage. We look forward to welcoming you.

The following terms and conditions apply to your booking. They form the terms of a legally binding contract between you and Pond Cottage

1. Price

The price payable includes accommodation and breakfast for the number of nights stated on your booking.

Rates are charged **per room, per night**, with a minimum occupancy of one person and a maximum of two people per room (except for the Garden Room, which accommodates up to four people), and include breakfast.

Any additional food items, as outlined on our website, are chargeable as stated.

Toiletries provided in your room are complimentary for use during your stay; however, please do not remove the bottles as they are refilled for future guests. Thank you.

Towels, bed linen, bathrobes, and slippers are provided.

2. Parking

Parking is complimentary. Guests park entirely at their own risk, and Pond Cottage does not accept liability for any damage, accident, or loss to vehicles or their contents.

On arrival, we will advise you where to park your car once you have unloaded your luggage.

3. Payment

A **25% deposit** is required at the time of booking, payable by bank transfer. Until the deposit is received, your booking will be regarded as provisional. Due to our limited number of rooms, the deposit is **non-refundable**. Once the deposit has been received, your booking is confirmed and will be acknowledged by email.

Full payment is required **four weeks before arrival**, also by bank transfer. Failure to make this payment will result in your booking being cancelled.

Any extras incurred during your stay are payable on departure. We accept credit or debit cards and cash. We do **not** accept American Express, Diners Club, or cheques.

4. Booking length of stay

We normally require a **minimum stay of two nights**, particularly at weekends. However, we aim to be flexible and are happy to discuss specific requirements on a case-by-case basis.

5. Arrival and Departure

Check-in is between **4:00pm and 7:00pm**, during which we will greet you and introduce you to your room and our house guidelines. We are usually unable to offer earlier check-in due to our cleaning schedule.

If you expect to arrive after 7:00pm, please contact us by email or telephone so we can ensure you are able to access your room.

Check-out is **by 11:00am** to allow sufficient time to prepare the room for incoming guests.

6. Cancellations

Cancellations must be made or confirmed in writing. If you choose to leave earlier than your planned departure date for any reason, we reserve the right to charge the full amount for the stay as confirmed at the time of booking.

We strongly recommend that all guests take out travel insurance that includes cancellation cover, even for UK-based domestic travel.

In the unlikely event that we are required to cancel your booking, we will endeavour to arrange suitable alternative accommodation. If this is not possible, we will refund all monies paid by you and confirm that no further charges are due.

7. Breakfast

Breakfast is served between **8:00am and 9:30am**.

To help us plan, reduce waste, and ensure meals are freshly prepared without delays, we ask guests to complete a breakfast pre-order form the evening before.

8. Damage and Breakages

We ask that guests take reasonable care of our property during their stay. We understand that accidents can happen; however, we reserve the right to charge for any damage or breakages that we consider to have been caused recklessly.

If damage becomes apparent after your departure, you will be notified in writing as soon as reasonably practicable. We also reserve the right to charge for any loss of revenue if the room cannot be re-let whilst repairs are carried out.

9. Complaints Procedure

We want your stay to be enjoyable in every way. If you encounter any issues or faults, please inform us as soon as possible rather than waiting until departure, so that we can address them immediately. We will always do our best to resolve any concerns promptly and use feedback to improve our service.

10. Smoking Policy

Pond Cottage operates a strict **no-smoking policy** throughout the property. If we find that guests have smoked in the room, we reserve the right to charge a sum equivalent to one night's stay if the room cannot be re-let for 24 hours while it is fully aired. You will be notified in writing if evidence of smoking is discovered after departure

11. Alcohol

Pond Cottage does not hold an alcohol licence. Guests are welcome to bring their own alcohol and keep it in their room.

12. Children and Other Animals

For safety reasons — including the presence of a deep wildlife pond — we are unable to accommodate children under 16 years of age.

We operate a no-pets policy.

Please note that we share our home with Chester, our friendly short-haired grey cat. Chester is not allowed in guest rooms, but guests with cat allergies may wish to consider this before booking.

13. Our Liability

We do not accept liability for loss or damage to your property, or for injury to you or any member of your party, while on our premises — including the garden and car park areas — unless caused by our negligence.

14. Data

Any personal data collected in connection with your booking will be stored and processed in accordance with GDPR requirements. Please refer to our Privacy Policy for further details.

15. Law

Any dispute between us will be governed by the non-exclusive laws of the courts of England.