

## HOW TO BOOK

Once you've chosen your holiday cottage/apartment, provisional bookings may be made in the first instance by telephone (01626 872314) and will be held for 5 working days pending receipt of the booking form and deposit. The balance is payable 30 days before the commencement of the holiday. Upon receipt of this, full details regarding collection of the key, directions to the property and linen hire will be sent to you.

## SHORT BREAKS

Short breaks are normally from October to March with a minimum of 3 nights stay. Short breaks may also be booked at other times, subject to late availability, and are payable in full at the time of booking.

## GENERAL INFORMATION

### *Security Deposit*

A £50.00 security deposit is charged on all properties and a separate cheque for this amount should be sent with your balance payment. The cheque will be shredded at the end of your holiday unless any deductions for damage or extra cleaning are necessary. Keys can be collected only from our Shaldon office from 2pm on the day of arrival. Under no circumstances will the keys be passed out until all monies are paid, including security deposit.

### *TV*

All properties have colour televisions.

### *Arrival*

All properties will be available for occupation from 2.00pm on the day of arrival.

### *Departure*

Properties must be vacated by 10.00am on the day of departure and must be left in a clean and tidy condition.

### *Cleaning*

The property must be left in a clean and tidy condition and we would make a special request that you leave the property as you find it including replacing furniture which may have been moved. A deduction will be taken from the security deposit should this not be the case.

### *Complaints*

Any problems that may arise during the course of your holiday must be taken up immediately

with the caretaker of your property. If you cannot resolve the problem you must also immediately telephone Cottages South West. However, we cannot entertain any complaints which are reported after the completion of the holiday.

### *Linen*

All properties include standard bedding, i.e. pillows and blankets or duvets.

Duvet covers, bottom sheets and pillow cases are supplied and should be collected from our Shaldon office. Bed linen is only supplied for persons named on the booking form and not for Z beds, settees etc. One set of linen only per booking. Extra linen to be charged.

If linen is not returned, a £10 collection charge will be issued.

Linen & key delivery & collection to property if requested - £20

### *Pets*

If a dog is welcome, it is on the understanding that it is kept strictly under control and not allowed in the bedrooms or on the furniture or left alone in the accommodation at any time. Where dogs are allowed, there is an extra charge of £20 per week. Dogs should be exercised off the premises. Any extra cleaning occasioned by dogs will be charged extra.

### *Change Over Day*

This day will be a Friday/Saturday unless otherwise shown in the brochure.