

# The Lodge

The Lodge, Oxneys Farm, Bannister Green, Felsted, Great Dunmow, Essex CM6 3NF

Telephone: 01371 820271      Email: [info@felstedholidaycottages.co.uk](mailto:info@felstedholidaycottages.co.uk)

## Terms and Conditions

All terms are per week (Saturday to Saturday) unless specified and agreed. A binding contract will exist once a deposit is paid.

Only those persons named on the booking form are entitled to stay in the accommodation, and the total number in your party shall not exceed the advertised capacity.

A non-returnable deposit of £100 is payable with each booking. The balance of the cost will be due 6 weeks prior to the commencement of your stay. Cheques should be made payable to "Smith Bros" payment may also be made by credit card a small charge may be made for this facility. The full amount is payable if less than 6 weeks between booking and holiday.

If, once, you have paid a deposit, you find that you have to cancel your booking, please notify us by telephone followed up with an immediate written confirmation of cancellation. The £100 initial deposit is non-returnable. If you have to cancel once you have paid the full cost we will do our utmost to re-let the accommodation in which case you will be returned the balance less 20% to cover administration costs. In the event that the accommodation cannot be re-let the full amount is payable.

We advise you to take out an insurance policy to cover any problems or cancellations.

A damage deposit of £100 must be left before the keys are released; this is to cover the cost of any damage or breakages in or to the accommodation, along with any additional cleaning costs. This deposit will be returned as long as the accommodation and contents have been left clean and tidy and the keys returned.

The Cottage is available from 3.00pm on the day of arrival and must be vacated by 10.00am on the day of departure.

Clients are responsible for keeping the cottage in the same condition that they found it. Clients are responsible at all times for the safety of their personal belongings; please note we do not provide insurance. We reserve the right at our discretion to terminate without notice and liability the tenancy of any person or persons whose behaviour is such that it is likely to disrupt the enjoyment of others or cause damage to property or third party. No refunds will be given and we are under no obligation whatsoever for any costs incurred.

The owner shall have no liability of personal injury, unless it results from negligence by the owner. The use of amenities where offered are entirely at the users risk. No responsibility can be accepted for injury, or loss or damage to users or visitors belongings including vehicles.

All prices are inclusive of VAT, linen, towels and heating including fire wood. Linen and towels are changed weekly.

Sorry no pets allowed.

For the convenience of our guests we operate a no smoking policy.