

OTTER FALLS - BOOKING CONDITIONS

1. **Payment:** A deposit (see tariff) is payable on booking. This deposit is returnable if the booking is unable to be accepted. The balance of the holiday cost is payable 56 (8 weeks) days prior to the holiday commencement date. If the reservation is made less than 56 days in advance of the holiday commencement date, the full holiday cost is payable on booking. Please note that bookings from persons under 18 cannot be accepted.
2. **Cancellation:** We strongly recommend the use of cancellation insurance. **In all cases of cancellation the deposit is forfeited.** Otter Falls will endeavour to re-let the holiday unit. If this is not successful, the Hirer remains responsible for the balance of the hire.
3. **Booking confirmation**
All bookings must be confirmed on the telephone before completing the Booking Form. Bookings will be held for 5 working days pending receipt of a completed and signed Booking Form and the deposit/holiday payment. Bookings made by telephone using our credit facilities can be confirmed immediately. Booking forms can be downloaded and printed off on www.otterfalls.co.uk enquiries/booking form.
4. Prices include VAT at the rate in force at the date of printing but are subject to VAT changes.
5. **Arrivals & Departures**
Lettings, unless otherwise agreed, commence from 4pm on the day of arrival until 10am on the day of departure. Weekly lets commence on Fridays and Saturdays (see individual cottages for appropriate commencement day). Short breaks, unless otherwise agreed, commence on Fridays and Mondays. **We would ask all guests anticipating arriving after 6.00pm(reception closes) to notify resort to make alternate arrival arrangements.**
6. Utilities are not included in the accommodation price. Electricity, gas or oil usage is by meter reading and paid for on departure.
7. The number of persons occupying the property must not exceed the number booked. Otter Falls reserves the right to refuse entry to the entire party if this condition is not observed.
8. Otter Falls management reserves the right to decline accommodation to, or expel, any occupier or visitor for conduct which, in the opinion of the management, is detrimental to the property or to the comfort of guests. The management reserves the right of access at all times.
9. **Care of the Property:** The Hirer shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property, and leave them in the same CLEAN AND TIDY CONDITION at the end of the rental period as at the beginning. **All Otter Falls properties and public premises are strictly NO SMOKING.** The Hirer is legally bound to reimburse Otter Falls for replacement, repair or extra cleaning costs on demand.
10. **Group Bookings:** Otter Falls are unable to accept single sex group bookings. Mixed party group bookings involving three or more properties are subject to a £100 security deposit payable when the balance of the holiday is due 8 weeks prior to arrival, or on booking if less than 8 weeks before arrival date.
11. **Pets Information:** Pets are welcome in designated cottages and lodges and are charged at £30/animal/week. As dogs can cause a nuisance to people without them, we ask you to keep your pet on a leash and under control. Designated dog walking areas are provided where your dog may be let off the leash. However, your pet should remain under control at all times. **Pets must not be left unattended in your accommodation and are not allowed on chairs or in bedrooms.**
12. Otter Falls do not accept any responsibility for loss or damage to the Hirer's personal effects or property while staying at Otter Falls.
13. If the management is prevented by circumstances beyond their control from making the holiday accommodation available and cannot provide a suitable alternative, all payments made by the Hirer to Otter Falls will be refunded, but no further liability will be accepted.