The Roost at Bowersyke *Booking Conditions*

1. Guests

The person making the booking (the Party Leader) is responsible for the condition of the property and for the behaviour of your party. You must take good care of the property during your holiday and leave it clean and tidy when you depart. Any breakages/damage must be reported to us as soon as reasonably practical after they occur.

A contract is formed between ourselves and the Party Leader when we send written confirmation of your booking to you by post or email.

2. Arrival/Departure

So that the property can be serviced and inspected to meet our cleanliness requirements between lets, holidays **start at 4pm** on arrival day and **end at 10am** on departure day.

Arrangements for key collection/drop-off are detailed in the holiday confirmation letter, which will be sent on receipt of full payment.

3. Payment

For bookings made more than 4 weeks before the start of the holiday we require a deposit of £100 per week or part-week booked.

The balance of the holiday cost must be paid not less than 4 weeks before the start of the holiday. If we do not receive payment by that date, you will be liable to lose your reservation and deposit.

If you book within 4 weeks of your holiday start date, the whole of the holiday cost must be paid with the booking.

UK payments will be accepted by bank transfer, cheque or cash and must have cleared before your arrival. Foreign payments are only accepted in sterling by bank transfer.

4. Occupancy

The property can accommodate up to two adults. Guests must satisfy the access restrictions on the website.

We reserve the right to refuse a booking or cut short a holiday if the numbers, composition or behaviour of the party is, in our opinion, unsuitable or likely to have an adverse impact on ourselves or others. Sub-letting of the property or substitution of guests without agreement from ourselves in writing is not permitted.

5. Children & Pets

Due to the setting and space at the property we cannot allow children (up to age 18) to stay at or visit the property.

Pets are not permitted at the property.

6. Linen

Bed linen and towels for two people are provided.

7. Wi-Fi

Complimentary WiFi is provided. The property benefits from high-speed B4RN broadband which is generally reliable, but service availability cannot be guaranteed.

8. Heating/Electricity

Electricity and central heating costs are included in the rental charge.

9. Smoking

Smoking is not permitted anywhere within the property.

10. Car Parking

The Roost has an allocated parking area close to the cottage. This comfortably accommodates one car; if you wish to bring a second vehicle, this can normally be arranged but must be agreed in advance.

11. Access

The property owners and our representative(s) must be allowed access to the property at any reasonable time for essential maintenance or other legitimate purpose. Wherever possible, we will try to arrange such visits in advance.

12. Problems & Complaints

If you have a maintenance or cleaning-related problem while staying at The Roost, contact ourselves on the number provided on your booking confirmation letter. We will try to resolve your problem as quickly as practical.

Any other complaints relating to your stay should be made in writing to the e-mail address provided on your booking confirmation letter.

No complaints will be considered after completion of your holiday, unless raised when they arose during your stay.

13. Cancellation by Ourselves

In the event that the property becomes unavailable due to reasons beyond our control we will try to agree alternative dates for your visit.

Should this not be possible, all money paid to us will be returned in full and we shall not be under any other liability.

14. Cancellation & Re-Letting

If for any reason you cancel your holiday more than four weeks before the planned arrival date, the deposit will be forfeited. We may be able to reschedule your holiday, subject to agreement and availability and we will use your deposit towards the rescheduled stay.

If you cancel your booking less than four weeks before the planned arrival date, *you are liable for the full holiday cost*. If we are able to re-let the property for whole of the booked period, we will refund the balance of the rental received by us, less your deposit and a £50 administration charge.

You are strongly advised to take out holiday insurance to cover cancellation due to unavoidable circumstances, such as ill health, hospitalisation, death in the family etc.

15. Liability

In the event of accidental damage occurring during your stay you may be held liable to pay the excess on any resulting insurance claim made by ourselves, or to pay in full should the amount be less than the excess.

No liability is accepted in respect of loss or damage to guests, your baggage, car or contents resulting from adverse weather conditions, sickness, injury, riot, war, strikes or for loss or damage by a third party. This does not exclude liability for the actions of our employees, agents or subcontractors.

16. Lost Property

We regret that we cannot accept any responsibility for any lost property left behind at the end of your stay. We will make reasonable efforts to return lost property.

17. Property Information

We try to ensure that all information provided by ourselves is accurate, including our website, third-party websites, orally or in our literature. All information is provided in good faith. However, no errors or omissions will create any liability on behalf of the owners.

We accept bookings on the understanding that you have read the description on our current website. The website and booking conditions supersede all previous issues.

Ref: TR_2026.1