

Heather Corner self catering holiday cottage

13 Prospect Street, Haworth, West Yorkshire BD22 8PX

Booking Terms and Conditions

By making any booking with us confirms you accept our terms and conditions and agree to adhere to them.

1. Bookings can be made by contacting us direct on 07890164912 or by emailing use on heathercorner@outlook.com
2. A non refundable deposit of 10% is made on booking and the balance of payment is required 6 weeks prior to arrival. The exception is Covid - see terms below.
3. Payment can be made electronically into our account - details will be given on the confirmation of booking or by cheque.
4. Once booked you will receive an email confirming the booking and payment details required.
5. We recommend that guests have travel insurance, including Covid 19 cover just in case they have to cancel.
6. If the owners have an unexpected issue, health and safety or quality related incident - for example no services they are entitled to cancel the holiday. If such an occurrence arose a full balance refund would be offered or arrangement to move the holiday dates.
7. Sadly we do not allow pets and if a pet is brought to the cottage we would refuse entry.
8. Arrive after 3pm - although once the cottage is ready we will ring and confirm you are free to arrive earlier and so start your holiday sooner.
9. On the day of departure please vacate the cottage by 10am and post the key through the letter box on the front door.
10. Do not allow any persons other than you and your guests to use cottage.
11. In the event guests staying do not comply with the T & C, we the owners can refuse future bookings to stay at the cottage and or ask you to leave before the end of the holiday period.
12. Guests have a responsibility to:
 - Ensure the number of people staying at the cottage will not exceed 4 people
 - Show respect to our cottage
 - Show respect to the neighbours, it is a residential area
 - Do not abuse any facilities provided - eg leaving heating/lights on whilst out for the day
 - Allow us to access the cottage if there is an emergency
 - Keep the cottage and all furniture, utensils, equipment, fixtures and fittings in and outside the cottage in the same state of repair and condition as our guests find it.
 - At the end of the holiday the cottage is left in the same state of cleanliness and order as it was found. We don't expect a spring clean - ie pulling furniture out . But a general clean and polish is appreciated. There is a vacuum in the kitchen and cleaning products and dusters can be found in the left cupboard next to the oven hob.
 - Please report on 07890164912 any breakages or damages caused. It would help if this could be **before** the day of departure so replacements can be purchased and brought on the change over day.
 - Please fully reimburse the cost of replacement or repairs for such breakages
 - Relax and have a fabulous holiday and make lots of memories!