

Terms & Conditions

Welcome

We would like to wish you a warm welcome to Casa Mia Cottage and we will always try our very best to ensure your stay with us is as pleasant and enjoyable as possible. Please find below our terms and conditions which, sadly and after a number of years of providing accommodation, we have had to implement due to a minority of inconsiderate guests. We trust you understand and look forward to meeting you in the near future... Janet & Reg Hawken.

Arrival and Departure

Check-in is available from 4.00pm to 8.00pm on the day of arrival and we kindly ask that you provide an approximate time of arrival prior to your arrival date. If you are unable to provide an estimated arrival time, we will assume you are arriving between the above times. Check-in times outside of the above must be confirmed with us prior to arrival and are subject to availability.

We ask that you please vacate by 10.00am on the morning of departure. Check-out times later than the above must be confirmed prior to the day of departure and are subject to availability (we may need to prepare the cottage for new guests). We reserve the right to make an additional charge of £20 per hour (or part thereof) for late departures that have not been agreed prior to the day of departure.

Reservations

Direct reservations require a non-refundable deposit payment of £50 to secure a reservation, with the balance to be paid 6 weeks prior to arrival. To secure a direct reservation we will send you a confirmation email with your reservation details (dates and costs) which will also include our reservation terms and conditions. The confirmation email must be checked and acknowledged by you as accepted and returned by email as soon as possible. Your reservation will not be secured until confirmation by email is received and your deposit has cleared.

Reservations made through online booking services may be subject to additional terms and conditions. This is to protect your security in carrying out the reservation and providing credit card details over the internet. Our terms and conditions still apply in these circumstances.

Cancellation by the Guest

We are a small business and cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and subsequently cancels. We do however appreciate that unforeseen circumstances can occur and we try to be as sympathetic and helpful as possible in such cases.

In the event of a cancellation up to 6 weeks prior to the scheduled date of arrival, your liability is limited to the non-refundable deposit of £50. If you cancel your reservation within 6 weeks of the scheduled date of arrival, a cancellation charge equivalent to the total reservation price will be made. Guests failing to arrive (no-shows) will be responsible to a charge equivalent to the total reservation price.

We take all reservations in good faith and guests are reminded that no exceptions to the above conditions will be made and that any reservation made with us forms a legally binding contract. We therefore recommend that you arrange suitable insurance to cover against unexpected costs such as cancellation fees. We reserve the right to take legal action to recover any outstanding debts.

Cancellation by Us

Should it become necessary for us to cancel a reservation due to circumstances beyond our control, we will contact you immediately. Any payments made by you in relation to the reservation will be refunded in full. Should you wish, we will attempt to find you alternative accommodation of a similar standard. Our liability will not extend beyond these conditions.

Capacity

Casa Mia cottage can accommodate a maximum of 2 guests. There is no scope for additional beds and/or guests at the cottage. Guests shall not invite friends and/or acquaintances into the property without prior consent from the owners.

Assistance During Your Stay

If you require any help or advice during your stay, we are normally available every morning from 9.00am until 11.00am and every afternoon/evening from 4.00pm to 6.00pm. Outside of these times we are available only in case of emergency.

Damage and Breakages

You are responsible and liable for any breakages or damages which you cause to the accommodation and/or contents. Please report these as soon as they occur (especially if you accidentally spill something) as it's much easier to clean if we know what it is and act quickly.

We do not normally charge for minor breakages, but we reserve the right to charge for repairs caused due to neglect or carelessness. We also reserve the right to charge you additional costs equal to any losses in terms of lost revenue as a result of your neglect.

Towels and bed linen that have become permanently stained from makeup, hair or beauty products will be classed as damaged and replacement costs charged accordingly. We class permanent staining as towels/linen that remain stained after 2 washing cycle attempts.

Keys

You have access to Casa Mia Cottage throughout your stay, using a set of keys given to you when you register on arrival. You have full responsibility of these keys for the duration of your stay. Lost keys will be charged at £30.00 per set.

Smoking

Smoking is not permitted within any part of Casa Mia Cottage. Please note that offending guests will be asked to leave immediately, will be liable for the total cost of their reservation and will be liable for the cost of professional cleaning services if necessary. A minimum cleaning charge of £100 will apply in all cases and if the cottage is deemed unusable, you will be liable for additional costs equal to any losses in terms of lost revenue.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

Lost Property

We are happy to return items that have been left following departure, however there will be a minimum charge of £10.00 to cover costs.

Payment & Prices

Full payment or the balance thereof is due 6 weeks prior to arrival, unless paid in advance using an online booking service. Please note that we do not have card payment facilities on site, therefore any direct payments will need to be made in cash, cheque or BACS payment.

We reserve the right to change our prices at any time, however this does not affect reservations already made.

Children

Unfortunately, we cannot accommodate children.

Pets

Unfortunately, we cannot accommodate pets.

Wi-Fi Access

By using our wi-fi services, you automatically agree to the terms and conditions of use in force at that time.

Termination Policy

We reserve the right (and at its discretion) to terminate a reservation without notice, where a guest's behaviour is deemed unacceptable as a result of actions which are likely to endanger or offend others. This includes (but not limited to) verbal abuse, sexist and/or racist abuse, physical abuse, being drunk and/or disorderly, illegal use of controlled substances. Please note that non-compliance of our non-smoking policy and/or illegal use of controlled substances will constitute termination without exception. In such circumstances no refunds will be given.