

Terms & Conditions

Welcome

We would like to wish you a very warm welcome to the Old Vicarage Retreat. If you have any issues with your accommodation upon arrival or during your holiday, please contact us on 01726 858 753 or 07808 282 518 and we will endeavour to resolve it as quickly as possible. For your reference, our standard terms and conditions can be found below, which sadly we have had to implement due to a minority of inconsiderate guests. We trust you understand and hope you have a very relaxing and enjoyable holiday...

Andy & Wendy Cottrill.

Arrival and Departure

To ensure that your accommodation is fully prepared and ready, new arrivals are strictly after 3.00pm. A key-safe is located at the front door to gain access to the property & the security code will be provided prior to arrival.

Guests should vacate the property by 9.00am on the morning of departure. We reserve the right to make an additional charge of £20 per hour (or part thereof) for late departures.

Reservations

Reservations are strictly via Sykes Cottages and there is no facility to make reservations direct. Online reservations may be subject to additional terms and conditions, but in any event, 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. We do however appreciate that unforeseen circumstances can occur & we try to be as sympathetic as possible in such cases.

In the event of a cancellation more than 6 weeks prior to the scheduled date of arrival, you will only be charged the non-refundable deposit of 30% of the total rental tariff. Cancellations less than 6 weeks prior to the arrival date will be subject to full payment and no refunds given. Guests failing to arrive (no-shows) will be subject to full payment and no refunds given.

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 The Old Vicarage Retreat 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

The Old Vicarage Retreat can accommodate a maximum of 2 guests. There is no scope for additional beds and/or guests in the accommodation. Guests shall not invite friends and/or acquaintances into the property.

Assistance During Your Stay

If you have any issues with your accommodation during your holiday or there is an emergency which we need to be aware of, please contact us on 01726 858 753 or 07808 282 518 and we will endeavour to resolve it quickly as possible.

Damage and Breakages

You are responsible for any breakages or damages which you cause to the accommodation and/or contents. Please record these in the breakages book provided, so that on your departure we can review it and replace or repair any items as necessary.

We do not normally charge for minor breakages, but we reserve the right to charge for repairs caused due to neglect or carelessness and reserve the right to charge you for any loss of rental income, should the property be put out of commission.

Furniture, towels and bed linen that have become permanently stained or bleached by food products, cleaning products, makeup, hair and beauty products will be classed as damaged and replacement costs charged accordingly. We class permanent staining as items that remain stained after 2 washing attempts.

Keys

You have access to The Old Vicarage Retreat throughout your stay using a set of keys located in the key-safe. You have full responsibility of these keys for the duration of your stay and they should be returned to the key-safe upon departure. Lost keys will be charged at £40.00 per set.

Smoking

Smoking is not permitted within any part of The Old Vicarage Retreat. 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 to any affected areas. A minimum cleaning charge of £100 will apply in any case and if the property is deemed unusable, you will be liable for further charges equal to any loss of rental income.

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 £20.00 to cover costs.

Prices

We reserve the right to change our prices at any time, however this doesn't 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

The Old Vicarage Retreat reserve the right (and at its discretion) to terminate a reservation without notice and ask the guest to leave, 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 disorderly, smoking within the property, illegal use of controlled substances. Such actions will constitute termination without exception and in such circumstances any outstanding account must be settled in full and no refunds will be given.