

Fisherman's Cottage – Booking Terms & Conditions

Fisherman's Cottage, Hele Bay, Ilfracombe, Devon EX34 9QZ

Fisherman's Cottage is perfect for couples and families with children aged 5+. The property is not suitable for parties, events, stag or hen celebrations or groups intending to create excessive noise or disturbance. The lead guest must be aged 25 or over and is responsible for all members of their party. Only the guests named on the booking may stay at the property, and no additional visitors are permitted without our prior agreement.

Access: please note that this property does not have wheelchair access and has stairs that may be unsuitable for those with limited mobility.

Contract and payment terms for Cheltenham Animal Shelter's Centenary Ball auction bidders:

- 1) This contract begins on receipt of payment and booking confirmation of the agreed holiday dates. The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking. Payment of your deposit is taken as your acceptance of these terms and conditions.
- 2) Bookings are subject to availability and can be taken between 18 September 2026 and 23 July 2027, excluding peak holiday times - Christmas 2026, New Year 2026/7, Easter 2027 and May Spring Bank Holiday 2027.
- 3) A deposit of **£75** is payable at the time of booking. This deposit will be refunded after the holiday provided the cottage is left in good order (clean and without damage).
- 4) All cancellations must be immediately notified by telephone or email. Bookings cancelled less than four weeks before the date of arrival will forfeit the £75 deposit. Cancellations notified longer than four weeks before the arrival date may be rearranged at the owner's discretion.
- 5) You are strongly advised to take out travel/holiday insurance. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.
- 6) Your booking will not be cancelled by the owner except in exceptional circumstances beyond my control. Notification will be given of the cancellation as soon as possible and I will promptly refund all payments made for your holiday. My liability for cancellation will be limited to payments made to me.
- 7) The number of guests using the accommodation at any time must not exceed **FIVE** (unless by prior arrangement with the owner) and only those people listed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- 8) Bookings are not accepted from anyone under the age of 25.

9) No hen or stag party bookings taken.

10) Smoking anywhere on the premises will result in immediate termination of occupancy and forfeiture of all payments.

11) I (the owner), reserve the right to refuse a booking without giving any reason.

12) I, or my representative, reserve the right to enter Fisherman's Cottage at any time to undertake essential maintenance, or for inspection purposes.

Checking in and out

13) Guests are required to vacate the cottage by **10 am** on the day of departure. The cottage will be available to you **from 4 pm** on the day of your arrival.

Parking

14) Many Beach Road residents use cones outside their homes to 'save' their parking areas, though the road is unrestricted. Please don't move these as it will cause upset. You should be able to park somewhere close to the cottage in Beach Road, though at peak times it can get busy. There is a car park very close by which is cheap if needed.

Damage

15) In making this booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. This includes damage by a dog or dogs as listed above.

16) Should you notice damage in the cottage please let me know immediately so that I can take appropriate action. If there have been any breakages during your stay, please advise me before you leave. The accommodation will be inspected at the end of the holiday, and you may be charged for any loss or damage found.

Dogs

17) One medium-sized, well-behaved dog is welcome at the cottage and included in your stay (usually £30). An additional dog may be allowed, but please contact the owner about bringing your dog/s before booking. **There is an additional charge of £30 per stay for a second dog.**

18) If your dog is anxious or unsettled, please do not leave him/her alone in the cottage. No dog should be left alone in the cottage for more than 2 hours. Guests agree to pay for any damage to the furniture or internal fabric of the cottage caused by a dog that becomes destructive if left alone.

19) If your dog is used to sitting on sofas/chairs at home, please ensure you bring your own clean throws/blankets to protect the sofa. **Please do not allow your dog/s to sit in Geometric George, the velvet armchair.** Dog/s should not be allowed on the beds and please keep bedroom doors closed if you go out and leave your dog/s in the cottage.

20) The owner reserves the right to make an additional charge if the cottage is left in an unacceptable condition after a holiday with a dog/s.

21) If your dog gets wet in the sea or rain, please dry him off in the hallway and don't let him get on the furniture if he/she is damp.

General conditions

22) Please lock the front door and put the key back in the key safe when you leave.

23) Should you not return the key at the end of your stay, the cost of replacement will be charged to you.

24) The owner reserves the right to make a charge of £50 to cover additional cleaning costs if the client leaves the property in an unacceptable condition.

25) Guests may not re-let or sublet the property, even free of charge.

26) The internet connection is available subject to technical availability.

27) All items must remain in the property as they were on arrival and not be taken to another location, unless stated in the property welcome pack.

28) Children under 18 must be supervised by their parents/guardians at all times.

29) We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.

30) Guests staying at Fisherman's Cottage do so at their own risk. I will not accept any liability for loss or damage to any person or property unless caused by my own negligence. This does not exclude or limit any of your legal rights and privileges.

31) Any problem or complaint which the guest may have concerning their holiday must be immediately reported directly to me/my representative and I will endeavour to put matters right. Any complaints not reported to me/my representative at the time, and only reported after the client has returned from holiday will not be considered.

32) I reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

33) This property is privately owned and is my home. I hope all guests enjoy the facilities and ask that they treat the property with the same respect that they would with their own house.

34) Please be mindful of my neighbours and remember that sound carries if you are returning late at night.

Thank you for your consideration.

Ruth McDonagh

Owner