

Terms and Conditions 2019/2020

The less exciting but still important details, our booking conditions. Please read them carefully as by **paying the deposit you are agreeing to these terms and conditions.**

We reserve the right to amend The Coach House's details and prices quoted on the internet due to error or omission. In this unlikely event you will be notified immediately and may cancel your provisional booking accordingly.

Using 'Free to book' and direct bookings policy

If you are booking more than 56 days before arrival.

A deposit of 25% of the booking total is required. This deposit is non-refundable.

Payment Types

Cash, BACS (Bank Transfer) and Card

Accepted cards:

Visa Debit / Delta, Visa Credit, Maestro / Switch, MasterCard - no charge.

If you are booking LESS than 56 days before arrival, Your FULL booking fee will be required, without exception.

Payment Types

Cash, BACS (Bank Transfer) and Card

Accepted cards:

Visa Debit / Delta, Visa Credit, Maestro / Switch, Mastercard - no charge.

Cancellation Details

Cancelled with less than 30days notice prior to arrival	80% of the cost of the stay will be charged	<i>We recommend adequate travel insurance cover is arranged</i>
Cancelled with more than 30days notice prior to arrival	50% of the cost of the stay will be charged	

Reduction & No Show

The full cost of the booking will still be charged in the event of a no show or decrease in the number of days stayed (after arrival date).

We reserve the right to refuse any booking and to cancel any booking already made if the property is unavailable (e.g. through fire, flood, Act of God, failure of utility services etc.) for any reason whatsoever subject to a full refund of all monies paid. We are not under any other liability if such a cancellation occurs.

Force Majeure. We cannot accept liability or responsibility for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, livestock, epidemics, acts of any government, or public authority, changes imposed by re-scheduling of airlines, ferries or any event outside our control.

For bookings via Airbnb, please refer to their website for full terms and conditions

Reporting damages

We do not take a damage deposit but expect that when you book The Coach House, you and your fellow guest keep the property clean and in good order and will be responsible for any damages or breakages. Please inform us of any damage or breakages immediately so a replacement or repair can be arranged. During the period of occupation you are responsible for the care of The Coach House and its contents. It is expected that you treat The Coach House with the greatest respect and leave the property and its fixtures and fittings in a clean and tidy condition, including correct disposal of rubbish / waste for recycling and disposal of dog waste bags from the grounds.

Dogs

As dog owners and lovers of all canine friends, we welcome dogs of all breeds to stay at The Coach House. We accept 1 large dog or 2 x medium/small dogs. This is negotiable via direct contact with the owner. We make no additional charges for dogs.

Dogs must be over 6 months of age at the time of the holiday, house trained, clean, no bitches in season, up to date with flea prevention / treatment and well behaved. They are not permitted on the beds but there is a throw provided for the sofa. It is their holiday as well and we ask they are never left unattended at The Coach House. If your dog is crate trained but you do not want to pack a crate, we can provide one.

Guest conduct, safety and belongings

No more than 2 people are permitted to stay as guests in The Coach House unless by prior agreement from the owners. Children must be older than 12 years old to stay at The Coach House, unless the owners have been contacted directly and expressly agreed otherwise. We want you to enjoy your holiday and we will always try to ensure your requests are met but the safety of our guests will always be our priority.

The Coach House is a non-smoking, non-vaping property.

We reserve the right to revoke or refuse prior to, or during the stay, any booking from parties which we consider to be unsuitable for the property. Due respect and consideration to neighbours must be observed at all times.

As the owners of The Coach House we are not liable to you the guest or any member of your party, including your dogs, for any injury, loss or damage to your property or person, however caused. You should ensure that all personal possessions are removed on departure from the property. We will do our best to inform you of any property left behind but reserve the right to dispose of any personal belongings after your departure day without further reference to you.

We do not accept any responsibility for loss or damage to, or theft of your property. We offer a secure area for storage of bikes or any other large or awkward items, however, we do not accept any responsibility for loss or damage to, or theft of your property whilst located there or within any area of our property.

Parking / Your vehicle.

You are permitted to park on our drive and space will be made to accommodate your vehicle. There is only space for **one vehicle**. We ask that you park responsibly and do not obstruct the access or exit for us or our neighbours. We accept any responsibility for loss or damage to, or theft from or of your vehicle or its contents. We suggest you back into the drive as the road is obscured from the driveway and reversing onto the road could cause a hazard to other road users. If you do choose to park on the drive we do not accept responsibility for any injury to yourself or other member of your party or your dog/s.

Access

The Coach House is available for occupation from 3pm on the first day of your holiday and must be vacated by 11am on the last day. If you are able to get in earlier we are happy to let you know on the day.

Special requirements

If you have any questions about the property, the access, surroundings or suitability in general for yourself or your dogs, please contact us and we will endeavour to answer your questions and help you establish if The Coach House is suitable for you. We will try to make any reasonable adjustments we can but it may not be possible to accommodate all your requests/requirements. In those cases it is your decision if you feel The Coach House is suitable and you wish to continue with a booking. We will not be held liable if you discover on arrival that the house is not suitable for your needs.

Access and Disability considerations for The Coach House

Distance from parking to front door

Approx. 15 meters on tarmac drive and roadway on a reasonably level surface.

Steps to main door: Yes.

Ground floor bedroom and bathroom: All accommodation is over one level

Shower type: Shower room with walk-in shower cubical

Steps within property: None.

Specific features/detractions i.e. hand rails or particularly steep steps:

Hand rails on outside steps.

Suitable outside space: Slightly uneven paved courtyard. One step up.

3rd Party providers

We cannot be held responsible for any 3rd party breakdowns, malfunctions or cuts of utility services such as electricity, water supplies, sewage disposal etc., although every attempt will be made to remedy a problem where possible should it occur.

In the case of television and telecommunications (mobile reception, Wi-Fi/broadband etc.) we cannot be held responsible for the services to The Coach House. We expect these services to be operating as normal for all our guests but these can be subject to interruptions in rural areas. Every line of enquiry will be made with the provider in an effort to resume service but no refund or relocation will be considered for interruptions to telecommunications or television.

Privacy Statement - We are committed to protecting and respecting your privacy.

This statement explains how and when we collect information about you, how we use this information and when and who it may be shared with. It also explains how you can request information held about you.

Who are we?

The Coach House is a holiday rental home business, specialising in dog-friendly holidays. We together with Free to book and Airbnb manage the booking of the holiday rental accommodation.

What information do we collect?

The Coach House will collect information about you as part of our business process and functions. The information normally includes your name, address, telephone number, names of party members, a contact email address, and special requirements such as those relating to any disability, dietary requirement or medical condition which may affect any party member's holiday arrangements.

The Coach House collects information about you (our guest) to

- Process your booking
- Communicate throughout the process of booking and managing your holiday experience.
- Carry out our obligations arising from any contracts entered into by you and us
- Seek your views or comments on the services we provide
- Notify you of any changes to our services
- Send you communications which may be of interest to you, for example, sending you emails or details of future promotions and offers
- Analyse and review and for marketing purposes The Coach House

Who do we share your information with?

The Coach House will not share your information.

How do we treat your information?

All details you give to The Coach House at any time will be kept for the period of your booking, holiday and such reasonable period thereafter. We keep your information securely and do not share this information with third parties. Only names, contact details and any booking preferences will be used for marketing purposes unless you are informed otherwise when you provide the information. If you do not wish to receive any of the communications set out in this statement, please inform us as soon as possible by letter or e-mail, the details of which are set out above.

How do I find out more about information rights?

Any questions relating to this statement, our privacy practices, or a request for your personal information should be addressed to Miss J A Green and sent to the following email jgroadranner@yahoo.com or posted to Westwell, Old Lyme Road, Charmouth, Bridport, Dorset. DT6 6BQ. The Information Commissioner's website contains further useful information and advice: www.ico.org.uk