

**PUFFIN
COTTAGE**



Booking Form www.puffin-cottage.com email: puffincottage12@btinternet.com

Please read the Booking Conditions below before completing this form

DATES REQUIRED:				Booking Form issued:
DETAILS OF PERSON MAKING AND PAYING FOR THE BOOKING AT PUFFIN COTTAGE:-				
Mr/Mrs/Miss/ Other		FORENAME(S)		
SURNAME				
ADDRESS				
CONTACT Tel Nos:				
e-mail address				
No of people included in this booking	Adults	Under 16s	Under 2s	
Family Bedroom: Would you like this bed to be made up as a superking-sized double or twin beds?				
(a) Total Holiday Price: (inclusive of bedding and utilities)			£	
(b) 20% of Total Holiday Price required as a deposit: (to reserve holiday if booking more than sixty days in advance)			£	
(c) Balance payment (to secure booking): (due sixty days before the start-date of holiday ie)			£	
(d) Good-housekeeping deposit of £250 will also be required with the balance payment. If posting a cheque, this will be destroyed after your stay; if payment made by bank transfer this will be reimbursed after your stay - please provide your return bank details here:-				
Postal Payment: Cheques should be made payable to Mrs A Gornall				
Bank Transfer: Please add your surname as the reference and send to NatWest 60-02-36; for account number 67733182 in the name of Mr N D S Gornall & Mrs A F Gornall				
Please return the booking form by email to puffincottage12@btinternet.com or post to:- Grove Cottage, Tednambury, Nr Bishop's Stortford, Hertfordshire, CM23 4BD				
How did you discover Puffin Cottage? <i>show by an X</i>	We are returning guests	Friends	www.puffin-cottage.com	
	www.bayside-cottage.com Airbnb Owner's Direct	Other? Please name:		
I confirm that all the above information is correct and that I have read and agree to the booking conditions.				
Signature Date				



PUFFIN COTTAGE
BOOKING CONDITIONS

WE WELCOME BOOKINGS MADE via OUR WEBSITE www.Puffin-Cottage.com
PLEASE ALSO SEE OUR SISTER PROPERTY, BAYSIDE COTTAGE www.Bayside-Cottage.com

Upon receipt of a completed booking form and a non-refundable 20% deposit, Alison and Nicholas Gornall (the Owners) or Neil and Sheena Harrison (the Managers) will confirm the reservation to the guests who will then be subject to the following conditions:-

PAYMENT: The balance is required at least 60 days before the start of the holiday. The Owners/Managers will consider the non-payment of the balance by the due date as a cancellation of the holiday. For bookings made less than 60 days before the start of the holiday, payment will be required in full. Cheques should be made payable to Mrs A Gornall. Payments may also be made by bank transfer to NatWest 60-02-36; for account number 67733182 in the name of Mr N D S Gornall & Mrs A F Gornall. (BIC: NWBK GB 2L; IBAN: GB08 NWBK 6002 3667 7331 82)

GOOD-HOUSEKEEPING DEPOSIT: In order to maintain the high standards of comfort and quality which the Owners/Managers aim to provide, a good-housekeeping deposit of £250 is also required with the balance payment. Cheques should be made payable to Mrs A Gornall. We will not bank the cheque, other than in the unlikely event of there being damage to pay for. (If you provide a stamped, self-addressed envelope we will return it providing all booking conditions have been met and the Cottage has been checked over for our next guests; otherwise we will destroy it.) Alternatively, if payment is made by bank transfer, guests are asked to ensure their own bank details are noted on the booking form so that reimbursement can be made at the end of the holiday, subject to the conditions already mentioned above.

NB Guests booking via other commercial websites' online payment systems will be reimbursed by that same company seven days after their stay provided all our booking conditions have been met.

CARE OF PUFFIN COTTAGE: Guests are requested to take care of all furnishings, fixtures and fittings, and keep them in the same state of repair and condition as at the start of the holiday and to ensure that the property is left clean and tidy.

DAMAGE: Guests are required to reimburse the Owners/Managers for costs incurred in remedying any damage caused by them. Any broken or damaged items should be reported to the Owners/Managers and paid for before departure.

TOWELS AND LINENS: All towels and linens for use in Puffin Cottage are included in the rental price. Guests are requested to bring their own towels for use on the beach and at the swimming pool.

RIGHT OF ENTRY: The Owners/Managers or their representatives shall be allowed access to the property at all reasonable times to inspect any damage or carry out any repairs or maintenance.

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NUMBER OF PERSONS USING PUFFIN COTTAGE: For the safety and comfort of all guests, the number of persons occupying the property must not exceed the maximum number of six.

SAFETY: All guests should familiarise themselves with the operating instructions provided for all internal equipment. If in doubt, then please ask the Owners/Managers for advice - a contact telephone number will be left at the property. Any toys, play equipment or other external equipment must be used at guests' own risk.

BINS: Guests are required to put bins out for collection on a Tuesday evening (this entails taking the appropriate wheelie-bin a small distance to the end of the drive). If rubbish is not collected and a bin is left over-full, then we would ask that the rubbish is removed on the day of departure. Failure to do this will incur a charge of £30 being retained from the good-housekeeping payment as rubbish will have to be removed by the Owners/Managers to the tip.

SMOKING/VAPING: for the comfort of all guests, our property has a strict "no smoking" policy.

PETS: The Owners/Managers regrettably cannot accept pets on the property.

COMPLAINTS: If guests have any complaints, please notify the Owners/Managers promptly and every effort will be made to address all reasonable issues. The Owners/Managers will not be able to accommodate complaints that are not reported during the holiday.

LIABILITY: If the property becomes unavailable or unusable for some reason prior to the date of the holiday, then the Owners'/Managers' obligation will be to reimburse the guests for any monies paid.

CANCELLATION: Please notify the Owners in writing of any cancellation to:-

Mrs Alison Gornall, Grove Cottage, Tednambury, Nr Bishop's Stortford, Hertfordshire, CM23 4BD
or via email: afgornall@googlemail.com

When cancellation notification is received, the Owners/Managers will endeavour to re-let the property for the period of the booking. If the Owners/Managers succeed in re-letting the property for the whole of the period, they shall refund all monies paid less an administrative charge of £30. If the Owners/Managers only succeed in re-letting the property for part of the period booked, they shall refund an amount equal to the payment received for the replacement let, less the administration charge of £30. If the Owners/Managers are unable to re-let the property, then no payments already made by the guests will be refunded. It is recommended that guests consider taking out their own cancellation insurance.