

CHEESE ROOM COTTAGE
WHITE HOUSE FARM, MARCHAMLEY, SHREWSBURY SY4 5LE

TERMS AND CONDITIONS

Minimum stay three nights. There is no specific changeover day.

Deposit

Telephone and email bookings will be held for seven days and will be provisional until receipt of a 25% deposit.

Final Payment

Full payment is required by BACS transfer or cheque four weeks prior to arrival date or in full at the time of booking if the reservation is made less than one week prior to arrival. Bank account details will be provided with your confirmation of booking.

Cancellation

If it is necessary for you to cancel your booking due to falling ill with coronavirus less than one week prior to your holiday, we will offer you alternative available dates later in 2025 at no extra charge.

Cancellations notified to us by email prior to the final balance being paid, ie one month before arrival, will receive a full refund of your deposit monies.

If it is necessary for you to cancel your booking less than four weeks prior to your holiday, any money paid will be retained by us, unless the cottage is re-let. This is to protect our business and we strongly advise you to take out holiday insurance in case you have to cancel for whatever reason. That said, if we manage to re-let the dates you have cancelled, we give you our word that we will completely refund all monies you have paid us.

Accommodation Limitation

The maximum occupancy is for three people. Please note that the single bedroom upstairs is in the roof eaves and there is some restriction on height at the sides of the room.

Access and Departure

The cottage is available from 2.00pm on your first day unless agreed otherwise and we request that you vacate the property, leaving the keys inside the front door, by 11.00am on the final morning to enable us to clean and change linen for the next guests.

If these times are not convenient for you, please contact us as we can be flexible if there are no guests in the cottage either before or after you.

Coronavirus Deep Cleaning

For all bookings, we ensure a 24-hour gap between guests to enable us to give the cottage a thorough airing and deep clean. In addition to the normal changes of bed

linen and towels, bed throws, cushion covers and the sofa throw will be changed and the leather riser/recliner will be cleaned with anti-bacterial wipes. Crockery, cutlery and glassware will be put through a hot dishwasher wash. The bathroom floor will be steam-cleaned and the tiles washed and polished. The bedheads will be steam-cleaned. In short, we will do everything we can to minimise any risk of infection so that our guests can relax and enjoy their holiday.

Pets

We will accept one or two well-behaved dogs (other animals by arrangement). Dog bed(s) can be provided if required. Visitors are requested to clear up after their pets both indoors and out and not to allow them onto the beds or furniture without first covering with throws provided. Visitors are also requested not to leave dogs alone in the cottage – a large metal cage can be provided for the property if for any reason a pet has to be left alone for a period or an outdoor kennel and run could be used by negotiation if you are visiting an area where animals are not permitted.

Guest Obligations

Guests are asked to empty the bins prior to leaving, to complete any washing up and to leave the cottage tidy; they will be held responsible for any damage caused by them to furniture, fixtures or effects. It is requested that any damage or breakage is reported to us as soon as possible.

We would appreciate guests not smoking or using candles in the cottage.

Right Of Entry

The owners of the property reserve the right to enter the property at any reasonable time for any reasonable cause.

Loss Of or Damage to Guests' Property

The owners cannot be held responsible for the loss or damage to any belongings or for injury sustained by the guest or members of his /her party during their stay.

The owners reserve the right to cancel a booking, refunding all money paid, if the property is deemed uninhabitable due to unforeseen emergency circumstances such as fire or flood.