



## **BENCHMARK COTTAGE: Terms & Conditions**

### **THE NECESSARY SMALL PRINT**

As responsible holiday cottage owners, and sensitive to our community responsibilities, it's important we share with you our booking terms and policies to protect your stay and to maintain our ability to operate within the guest well-being, security and privacy values at the heart of our business.

These terms & conditions will be reviewed and revised on an ongoing basis, not least in the context any updates to consumer data protection legislation.

By using [www.benchmarkcottage.com](http://www.benchmarkcottage.com), you automatically agree to the policies laid out herein. If you do not agree with these policies, you should not use this website or make bookings at Benchmark Cottage through any other means.

Do not hesitate to **contact us** if there is anything in this critical section you would like to discuss as we are keen to meet any visitor expectation and will be very happy to talk anything through.

### **LEAD GUEST RESPONSIBILITIES**

- The lead guest must be over 18 years or over at the time of booking and is responsible for all payments.
- The guest agrees that no more than two persons shall be permitted to stay overnight at the property during the Rental Term.
- Guests agree that no pets will be admitted on site.
- The guest agrees to provide all necessary contact details to ensure full registration and traceability in the event of emergency on site.
- Benchmark Cottage will issue its Privacy Notice to satisfy guests that all details are held in alignment with prevailing Global Data Protection Regulation (GDPR)

### **BOOKING CONFIRMATIONS**

- Booking will be confirmed when a 25% non-refundable deposit has cleared within 3 days of initial enquiry/reservation.
- Benchmark Cottage undertakes to provide a booking confirmation upon enquiry and receipt of deposit.
- The guest agrees to pay all balances due by 21 days (3 weeks) of arrival date, whereupon Benchmark Cottage will confirm receipt.
- If a new booking is received within 21 weeks of planned arrival, the guest agrees to pay the full rental amount upfront whereupon Benchmark Cottage will confirm receipt.

(CONT/D)



## **BENCHMARK COTTAGE: Terms & Conditions**

### **CANCELLATION POLICY**

- If booked through a third-party agency, guests are subject to that party's cancellation terms & conditions.
- If booked directly with Benchmark Cottage, bookings will be refunded in full (minus the 25% non-refundable deposit) if a minimum of 8 weeks' cancellation notice is given prior to arrival.
- In the event of cancellation under 8 weeks' notice, unless the property re-lets to the same duration, we regret we will be unable to offer any refund under any circumstance.

Of course, we understand many cancellation circumstances can be difficult and unavoidable for guests. We will commit to do everything in our power to re-let the cottage and will inform affected guests the moment we do in efforts to minimize any loss of funds.

Meanwhile we strongly recommend that guests take out full travel insurance (including COVID cover) as this is not a service we can provide.

### **DAMAGES, LOSS & THEFT**

We take great pride in Benchmark Cottage and in the nature of guests the cottage attracts.

We therefore do not take a security deposit on the goodwill assumption that all cottage fixtures, fittings and contents will be treated with due care - and that the cottage will be left in the same clean and safe condition in which it is found.

Accidents do of course happen. All we ask is that guests alert us to any breakages or damage as they occur so these can be swiftly resolved. After all, we want your stay, and that of subsequent visitors, to be as smooth and trouble-free as possible.

Any remedy against deliberately damaged property or contents, or against activity incurring avoidable cleaning costs, will be pursued with the lead booker concerned.

### **ARRIVAL & DEPARTURE**

- We require a minimum stay of 3 nights' stay at the cottage.
- We are committed to thorough ventilation and cleaning of the Cottage before each guest stay as part of our ongoing **Covid-19 Practices** and thus require guest **arrival no earlier than 3pm and departure by 10am.**

(CONT/D)



## **BENCHMARK COTTAGE: Terms & Conditions**

We are happy to discuss extending departures until 12pm - or extending guest stays on an 'ad hoc' basis - subject to cottage 'next-day availability'.

### **PROPERTY ACCESS & PARKING**

- Access to the property is by key code, which will be shared by email prior to arrival.
- Keys should be returned to the external key safe prior to departure.
- Parking is to the right of the garage which should be kept clear at all times.

Do let us know if you require parking for more than one vehicle and we will gladly accommodate this request.

### **CHILDREN & PETS**

- Any guest wishing to include a baby/toddler up to 12 months old in their booking ("babe-in-arms") should notify the property owner.
- A clean, safety-standard travel cot, bed-guard and/or high-chair can be provided, but these must be self-assembled for use.
  - The guest acknowledges that we cannot be held responsible if any issues arise should they choose to use our equipment rather than bring their own.
- Unfortunately, we cannot allow any pets at Benchmark Cottage.

### **CLEANING & MID-WEEK CLEANS**

- We don't expect guests to clean the property on departure but would like it to be tidy and prepared for cleaning by its owners.
  - Check-out procedures are detailed in the Guest Information folder.
- On a 1-week stay or short break, cleaning is carried out before and after a stay.
- On a 2-week+ stay, cleaning will also be provided mid-stay. This will be undertaken between 10:00am and 6:00pm on an agreed day, when linen & towels will be changed and the cottage cleaned, aired and generally tidied.

We have adopted enhanced sanitization practices above industry standard and in-line with our Covid-19 cleaning practices, to ensure you have full peace of mind when you stay.

- *Please let us know if you would like to see a copy of our Cleaning Manual*

A range of household cleaning products and vacuuming equipment is available for interim use by guests as needed throughout their stay.

(CONT/D)



## **BENCHMARK COTTAGE: Terms & Conditions**

### **SAFETY & SECURITY**

*Guests agree to consult the Safety and Security section of the Guest Information folder located on the living room table inside the cottage, which details fire prevention measures and the location of fire prevention equipment and escapes in the cottage.*

- Guests must ensure all heated appliances are switched off once no longer in use, for example personal hair-styling equipment, small household appliances including irons, slow cookers, oven rings etc).
- The property is for residential purposes only and must not be used for any industrial or chemical manufacturing, including commercial distribution purpose.
- The use of naked flames/tealights/candles indoors is strictly prohibited.
- A gas barbeque is provided. No disposable barbeques are permitted as hot ashes smoulder and present a genuine fire and wildlife risk.
- No fires may be started anywhere on the property, and the use of fire-accelerants is strictly forbidden.

Guests should remember to lock all doors and close windows when away.

### **SMOKE-FREE POLICY**

Benchmark Cottage and its immediate surrounding environment (ie. all outdoor guest areas) are strictly non-smoking/non-vaping.

### **FEEDING WILDLIFE**

Please feel free to feed the birds on the feeder stand with the bird seed provided. You will be rewarded with a stunning variety of winged visitors from nearby meadows and woodlands!  
To stop vermin and scavenging, no food to be scattered in any external areas.

### **NOISE & NUISANCE**

Guests shall refrain from loud noise and should not disturb, annoy, endanger or inconvenience the owner or neighbours. Guests shall not use the property for any immoral, noxious, offensive or unlawful purposes, nor violate any law, association rules or ordinance, nor commit waste or nuisance on or about the property.

### **SUB-LETTING & TENURE**

Guests are not permitted to assign or sublease the property or permit the use of any portion of it by anyone who is not included within the permitted occupants. The agreement to stay in the property for the holiday period does not create the relationship of Landlord and Tenant between the parties.

(CONT/D)



## **BENCHMARK COTTAGE: Terms & Conditions**

Guests are not entitled to any assured shorthold tenancy or any statutory protection under the Housing Act 1988, or other statutory security of tenure now or at the end of the holiday period.

### **ENTRY & INSPECTION**

Owners of Benchmark Cottage reserve the right to enter the property at reasonable times and with reasonable advance notice for the purposes of inspection, to carry out any necessary repairs or maintenance, or to allow entry to any authorised persons or contractors as necessary. If we have a reasonable belief that there is imminent danger to any person or property, we may enter Benchmark Cottage without advance notice.

.....

*"We appreciate the fact that our guests have given us no reason to be concerned by any of the adverse situations outlined above and that this document is purely intended to set out mutual expectation and avoid potential disappointment.*

*"We continue to enjoy hosting our wonderful guests at the cottage and have no doubt we will continue to enjoy a harmonious and communicative relationship with existing, as well as new, visitors to this beautiful corner of the North York Moors.*

*"As with everything, if there is anything in this document you would like us to clarify, discuss or include, please do let us know by calling Joanna on: 07979 415817 or by emailing us at: [info@benchmarkcottage.com](mailto:info@benchmarkcottage.com)*

*"We appreciate your custom and look forward to your stay!"*

*Joanna and Pete Dixon.*