

# Terms and Conditions

## 1. GENERAL

Arrival: You can arrive at the Centre from 16.00 hours on the start date of your holiday and you must have vacated the property by 16.00 hours on your final day. Alternative arrangements may be possible but need to be agreed with the owners or their representatives during the 7 days prior to arrival.

You agree to respect the Centre and leave it reasonably clean and tidy.

Total numbers in your party must never exceed the stated number on your booking form except by prior written agreement.

Heating systems will be set on timers to keep the building acceptably comfortable in all seasons. You are welcome to use logs and coal nuts for the wood burning stove. There is a gas fired fan heater for emergency use in extreme conditions. You are expected to turn off electrical appliances and lights when not in use. For those who have special requirements outside the above parameters please discuss with Nab Cottage prior to finalising the booking.

We send user information ahead to group leaders and all participants are expected to read this thoroughly before arrival. This includes important safety information.

All meals will be vegetarian, with at least 7 days notice we can cater for coeliacs and vegans at no extra charge, and for other special diets which will incur a supplementary charge.

Smoking in the driveway outside the cottage is permitted.

You dispose of your rubbish responsibly using the recycling bins as provided.

## 2. YOUR BOOKING

In order to secure a booking you need to pay a non-refundable deposit of £200. We ask for a second non-refundable payment of £500 to be made 10 weeks before arrival. The balance is to be made at the end of the workshop.

## 3. CANCELLATION BY YOU - PLEASE ENSURE THAT YOU ARE PROTECTED BY CANCELLATION INSURANCE EITHER AS A GROUP OR INDIVIDUALLY

You can cancel your reservation by telephoning Nab Cottage as soon as the reason for the cancellation occurs but you must also confirm your cancellation by email. The day on which the company receives the telephone cancellation is the day on which your reservation is cancelled. You will be charged

Cancellation fees are as follows:	10 weeks – 8 weeks before booking date, 30%.	8 weeks – 4 weeks, 50%.
4 weeks – 3 weeks, 75%.	Less than 21 days before booking date, 100%	

## 4. COMPLAINTS

Nab Cottage hopes that you will not have any cause for complaint but in the event of a problem arising, you must inform one of the staff as soon as possible so that any issues may be speedily resolved, as we must be given the opportunity to rectify the problem. Some problems are easily rectified if notified. If, after this you feel that the problem had not been resolved properly then you must, within 7 days of the end of your holiday, put your complaint in writing to Nab Cottage. All letters will be dealt with by the owners Tim and Liz who will do there utmost to find an outcome that is satisfactory to both parties within an appropriate time.

## 5. LIABILITY

Having booked you agree to indemnify Nab Cottage against all loss and damage arising directly or indirectly to the property and its contents from any deliberate or negligent act or omission by yourself, or any other member of your party.

Nab Cottage is insured against loss or injury through their negligence. In the absence of any negligence or other breach of duty by Nab Cottage, the use of Nab Cottage and all its facilities is entirely at your own risk.