

Low Jock Scar Cottages, Selside, Kendal, Cumbria, LA8 9LE

Bookings and Cancellation

Bookings

To secure your booking a deposit is required. The deposit is generally 20% of the total cost of the booking. The balance is payable no later than 8 weeks before the start date of your stay.

For group bookings of more than 10 people, the balance must be paid no later than 12 weeks before the start date of your stay.

Any bookings made less than 8 weeks (12 weeks for 10 people or more) before the start date of your stay, the full amount must be paid when making the booking.

If payment is not received in relation to your booking by the appropriate date, we may assume that you wish to cancel your booking.

Changes

Should you wish to change your booking, with sufficient notice we would do our best to accommodate. However, this would depend upon availability and may be subject to additional costs.

Should we need to make any changes to your booking or cancel, for example owing to unforeseen circumstances, we would contact you as soon as possible.

Cancellation

If you cancel your booking after it has been confirmed, the following charges would apply:

Number of week before the start date of your trip	Cancellation charge
1 week	95% of total cost
2 – 4 weeks	90% of total cost
4 – 8 weeks	60% of total cost
8 – 12 weeks	50% of total cost
12 – 20 weeks (10 people or more)	50% of total cost

There would be no refund should you cut short your stay.

Damage

You are responsible for and agree to reimburse the owners of any costs incurred as a result of breakage, missing items or damage to the property caused by you or a member of your party or persons invited.

There is a £250 damage deposit payable at time of booking.

We expect the property/s to be left in reasonable condition on departure. If it is felt that additional cleaning is required, you would be liable for the cost of additional cleaning.

Unreasonable behaviour

We expect all guests to behave with consideration to other guests and neighbours.