



Hillside Cottage

Terms and Conditions

All holidays must be paid for in full before the start date. A deposit of 50% (non-refundable) will secure your booking. The balance is due 6 weeks before your holiday starts. For booking within 6 weeks, payment is due in full.

Booking

To provisionally book your holiday, please e-mail us your chosen dates via the 'availability' page. We will check our diary and e-mail you to let you know if we can accept your booking. Once we accept your booking we will e-mail you a booking form and hold your booking for 72hrs to enable you to get your deposit to us.

Cottage directions/key arrangements

Approximately a week before your holiday we will e-mail you directions and a map and give you details of the key collection arrangements.

Payment is via cheque or BACS

via cheque – made payable to Celina Silver and posted to Silversmith Enterprises, 5 Lonsdale Road, Stamford, Lincolnshire. PE9 2RW

via BACS – If you wish to pay by BACs, please contact us and we will provide you with our details. For the reference please use the party leader surname.

Times

Check in time is not before **3pm on Friday**
Check out time is **10am the following Friday**

Pets

We welcome pets in our cottage, but please provide your own pet bed. We have bowls and a pet dinner mat for your use. We ask that you do not let your pet on the furniture, including the beds. We do not mind if your dog sleeps in any of the bedrooms, but it must be on their own bed. We would appreciate it if you would clean up after your pet, inside and outside.

Infants

At no extra charge we can provide a high chair and/or travel cot. The high chair fits on the dining room chair and is suitable from 6 months to approximately 3 years. The travel cot is in the double bedroom and is left for you to put up and down. The instructions are on the base. It is suitable from birth to approximately 14kgs. We have no stair gates but each staircase can be shut off by a room door during the day. We also have a youngsters dinner service and cutlery set.

Towels/Bedding

Bedding is provided, towels can be requested – both at no extra cost. At the end of your stay we ask that you place cottage used towels in the bath and unused ones in the airing cupboard. For the bedding we ask that you place one set on to wash on programme number 8. Washing tablets are under the sink. A set of bedding is one duvet cover, one sheet and two pillow cases.

Logs

In Winter we have a supply of logs for use with the wood burner. We ask that you do not burn other materials. A pack of logs will be left out for you. Should you require further logs, for each further bundle we ask that you pay £5. Please place your money in the honesty box, which is on the window sill.

Breakages

Breakages do happen. Please let us know so that we can ensure the item is replaced as soon as possible for our next guests.