

Booking Conditions:

Bookings:

1. Bookings can be made on-line, by telephone or e-mail;
2. When a booking is confirmed, either a deposit is to be forwarded or credit card details supplied – the outstanding balance is to be paid on departure;
3. Any deposits paid are non-refundable;
4. If credit cards details are supplied, these will be held to secure the booking and no funds will be taken unless you do not arrive, as pre-booked;
5. Payment by credit card (not Amex or Diners) or International Debit cards incurs a 1.5% surcharge. Payment can also be accepted by UK debit card, cheque or in cash, without a surcharge.

Cancellation Policy:

1. Cancellations may be accepted up to 72 hours prior to arrival, without charge for a stay of 1-2 nights. For bookings of 3 nights or more, 7 days notice is required after which time you will be responsible for the full amount, unless we can re-let the room;
2. If the owners are prevented by circumstances beyond their control from making the accommodation available, then all monies paid will be refunded, but no further liability will be accepted by them;
3. When you book any holiday/accommodation, you are entering into a legally binding contract. If you have to cancel or cut short your holiday for whatever reason, then you will be liable for any cancellation charges (as outlined above), we may have to make.

Access Statement:

1. Park Cottage' car-park, main entrance, two Ground Floor rooms and public areas are all at Ground Level and are accessible to all guests. Please note that there is a step to the Frances Room on the Ground Floor. Our remaining five rooms are all located on the first floor (via one flight of stairs) and may prove inaccessible to guests with restricted mobility;
2. We do not have a lift installed due to the age of the property;
3. Three of our rooms have step in showers, the remaining four rooms have showers within the baths which may restrict usage for certain guests;
4. The front of the property has clear and well-lit signage. All guest areas, stairs and landing are well lit at all times;
5. Easy access by car and well lit paved access to both bus and train stations;
6. Waitress service is provided in the Breakfast Room;
7. Mobile phones and wi-fi can be accessed throughout the house.

A more comprehensive Access Statement has been completed by the property, please e-mail for a copy or call us on 01926-410319 to discuss individual requirements and we will talk through the available options that best suit your requirements.