



Terms & Conditions for Bookings & Reservations

Dear Guest,

We thank you for choosing to book with **Severine Cottages Ltd.** and look forward to making you feel at home soon!

When you book or make a reservation with us, we both enter into an agreement. The terms & conditions of this agreement are listed below. Please read them carefully.

1. Prices

- a) The accommodation prices published on our website or elsewhere are applicable **per cottage per night** unless specified otherwise.
- b) All prices you may have seen on any of our publications may be subject to change without prior notice.
- c) Taxes, service charges, credit card charges and other levies are not included in our prices wherever applicable.
- d) Our accommodation prices include:
 - Cottage/ per night,
 - electricity,
 - linen,
 - cleaning,
 - hot water,
 - all security services on site,
 - free parking
 - _____

2. Airport Transfers

Our accommodation prices do not include airport transfers. However, should you require any facilitation for the same please feel free to contact us.

3. Deposit & Payment Methods

We require a **50% deposit** to confirm your reservation. You can deposit the money by debit card, Visa or Master credit cards, Mpesa or you can do a bank transfer. Details will be supplied on a reservation email.

The **remaining 50%** are to be settled **on arrival**. After we receive your deposit, you will receive a confirmation email & receipt.

4. Cancellations

We have a strict cancellation policy and will make **NO EXCEPTIONS** to the following terms:

- **Cancellation before 3 months of arrival:** we will refund the full reservation deposit fee less fees and costs
- **Cancellation within 3 months prior to arrival:** we will refund 50% of the reservation deposit
- **Cancellation within 1 month prior to arrival:** we will refund 25% of the reservation deposit
- **Cancellation within 1 week prior to arrival:** we will not refund your reservation deposit

5. Pets

Well-behaved pets are permitted **by prior arrangement only**.

6. Children

We welcome children of all ages when sharing cottages with adults.

7. Non-availability of Accommodation

We will only cancel your stay if your accommodation becomes unavailable for reasons beyond our control. We will however attempt to offer you alternative accommodation. If this is not possible, or unacceptable to you, then we will refund all monies paid by you for the accommodation. Our liability will not extend beyond this refund.

8. Check in/ Check out

Check in time is **12pm** - Check out time is **11am**

- a) Early/ late check in or check out only upon prior arrangement with cottage management.
- b) Your accommodation will be available to you from **12pm** on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your cottage.

9. Late arrival procedure

Please ensure to contact us no later than **12pm** to let us know if you will be arriving later than **10pm**. Failure to notify us may result in the room being re-let.

10. Departure

Please be ready to leave your cottage(s) by **11am** on the day of departure, unless otherwise arranged. We will provide you with an invoice, payable on departure which will include any additional services you may have used

during your stay.

11. Damages and Breakages

We kindly ask you to take care of our property during your stay and to avoid breakages or damages to the accommodation or its contents. In case of an incident, please report to us so we may undertake repairs or replacement immediately. We do not normally charge for minor breakages, but we may charge repairs if the damage or breakage is significant.

12. Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

13. Privacy Policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

We look forward to welcome you at Severine Cottages Ltd. !