



# GLYNDLEY MANOR COTTAGES

## Terms & Conditions – Self-Catering Cottages Short-Lets

Please read all terms and conditions as stated below.

### 1. Booking and Payment

- 1.1. **Duration:** Short lets are bookings consisting of no less than 3 nights and not exceeding 28 nights.
- 1.2. **Booking Confirmation:** A booking is considered confirmed upon receipt of a completed booking form and payment of the deposit or full amount, depending on the terms provided at the time of booking.
- 1.3. **Deposit:** A non-refundable deposit of 10% of the total rental amount is required at the time of booking to secure the reservation.
- 1.4. **Balance:** The balance is due 7 days before the start date of the booking. The existing card details on file, used to make the deposit payment, will be used to automatically proceed the remaining balance. An alternate card may be used to make the remaining balance payment if provided more than 7 days before the start of the holiday.  
Payment in full, unless otherwise agreed, is required for cottage entry to be permitted.
- 1.5. **Payment Methods:** We accept payments via Visa, MasterCard and Bank Transfer. It is the responsibility of the guest to inform of Bank Transfer Payments, as well as ensure payment of the correct amount. Note that Card Payments are preferred.
- 1.6. **Security Holds:** All bookings are subject to a £100.00 security hold to the card details saved on file. If deposit and balance payments were made by bank transfer, card details must be provided prior to or upon arrival.
- 1.7. **Cancellation Policy:** In the event of cancellation, the following charges apply:
  - 1.7.1. More than 7 days before arrival: 10% of the total booking amount.
  - 1.7.2. 7 days or less before arrival: 100% of the total booking amount.
  - 1.7.3. No-show, Late Arrival or Early Departure: No Refund.
- 1.8. **Special Offers, Discounts & Refunds:**
  - 1.8.1. **Discounts & Refunds:** Neither will apply for late arrival or early departures of the confirmed dates.
  - 1.8.2. **Special Offers:** Are payable in full at the time of booking and are neither transferable, nor refundable, should they be cancelled.
- 1.9. **Add-ons:** Travel cots, highchairs, z-beds are available to let out for duration of stay for a small letting fee. These are first come, first serve and will be reserved once payment has been made. Please enquire the office for add-on cost.
  - 1.9.1. **Pet-Friendly:** the Cottages office must be informed upon booking, and the booking must be made in a pet-friendly cottage. See 4.3. Pets for more information.
- 1.10. **Holiday Insurance:** Is advised on all bookings.
- 1.11. **Unforeseen Circumstances:** We reserve the right to change the cottage accommodation or cancel the booking in the event of unforeseeable circumstances.

### 2. Arrival and Departure

- 2.1. **Check-in:** Check-in is available between 1400 and 1630.
  - 2.1.1. **Late-Arrivals:** If you are unable to arrive by the scheduled check-in time, please inform us in advance. A hands-off check-in option may be available to you.
- 2.2. **Check-out:** Check-out is no later than 1000.



### 3. Occupancy

3.1. **Maximum Occupancy:** The maximum guest occupancy is reliant on the specific cottage booked and is noted on our website. If unsure, please contact our office.

Exceeding this limit, without prior approval, may result in immediate eviction without a refund.

3.1.1. **Additional Occupancy:** Maximum occupancy may be temporarily exceeded only with prior consent notice. Note that an additional charge will apply.

3.2. **Visitors:** Day visitors are permitted. Overnight guests are not allowed without prior approval.

### 4. Use of Property

4.1. **Self-Catering:** The cottage is provided on a self-catering basis. All guests are responsible for cleaning the property during their stay and agree to leave the cottage in tidy condition upon their departure. **Non-Biological detergents and cleaners are encouraged. No bleach products are permitted at any time, as it is detrimental to our septic tank system.**

4.2. **Conduct:** All guests must conduct themselves in a manner that does not cause a disturbance to neighbours or other guests. Excessive noise or anti-social behaviour will result in eviction without refund.

4.3. **Pets:** One pet is permitted in select pet-friendly cottages only and must be booked in advance. Failure to pre-book a pet will incur an additional fee. Pets are not permitted in non-pet-friendly (pet free) cottages. Failure to abide will result in eviction without refund as well as an additional pet and deep cleaning fee. Pets must be on lead at all times while on Manor House and Cottage Grounds and may not be left unsupervised in the Cottages.

4.3.1. **Dogs:** One dog is permitted in select dog-friendly cottages only and must be booked in advance. If you wish to bring a dog, you must book one of the following cottages: Cottage 2, Cottage 3, Cottage 10, Cottage 13, Cottage 24, Cottage 25, Cottage 28, Cottage 31 or Cottage 33. You must also pay the additional dog-fee.

4.3.2. **Cats:** One cat is permitted in select cottages only and must be booked in advance. If you wish to bring a cat, you must book one of the following cottages: Cottage 13 or Cottage 33. You must also pay the additional cat-fee.

4.3.3. **Other Pets:** Large pets are not permitted under any circumstance. Some small pets may be permitted with prior written agreement. If agreed, booking must be made in a pet-friendly cottage, and a pet-fee must be paid. Failure to show proof of written agreement will result in eviction without refund.

4.4. **Smoking:** Smoking and vaping is strictly prohibited inside all cottages. All cigarette waste must be properly disposed of and may not be kept in the cottage.

4.5. **Damages:** You are responsible for any damage caused to the property or its contents during your stay. Any damage or breakage must be reported to us immediately. We reserve the right to charge for repairs or replacements.

4.6. **Parking:** No parking on the grass and there is no parking beside the cottages. Parking is available for one car per cottage, unless otherwise agreed prior to arrival. Vehicles must be parked in the relevant car park. Failure to do so may result in removal at the expense of the guest.

4.6.1. **EV Charging Station:** Activation fobs can be let out from the Cottages office for a refundable fee, for the duration of your holiday. Charge payments are invoiced prior to departure, with payment due upon receipt. After Charge payment has been made and the fob returned, the fob deposit will be returned.

Note that any fobs not returned are subject to an additional lost and replacement fee.



- 4.7. **Laundry:** Laundry machines are available for use in the Laundry Shed. Washing machines are token operated while dryers are coin operated (£1 and 20p coins).  
Tokens and washing liquid tabs can be purchased from the Manor House Reception.
- 4.8. **Swimming Pool:** The pool is available for use in the summer months and may only be accessed via the Manor House front door. Guests must show pool passes (key fob) to enter. There must be a minimum of 2 persons in the pool area, and children may not be left unsupervised. Guests agree to abide by all safety rules and regulations as posted. See Manor House for open hours. We reserve the right to close the pool at any time.  
See Cottages Information Pack for more information.
- 4.9. **Fishing Lake:** Fishing is not permitted to the general public, except by special arrangement. All persons over the age of 12 must be in possession of the appropriate EA rod license.

## 5. Liability

- 5.1. **Personal Injury:** We are not responsible for any injury or loss suffered by you or your guests during your stay, unless caused by our negligence.
- 5.2. **Personal Belongings:** We are not responsible for any loss or damage to personal belongings or vehicles during your stay.
- 5.2.1. **Lost & Found:** it is the responsibility of the guest to check and ensure they have collected all of their belonging from the cottage prior to departure. Items that are forgotten will be brought to the Cottages office Lost & found. Items can be collected from the office by prior arrangement or items can be posted at the cost of the guest.  
After 6 months items unclaimed and uncollected items will be disposed of.
- 5.2.2. **Post:** We are not responsible, nor do we accept any post for holiday guests.
- 5.3. **Force Majeure:** We cannot accept liability for delays or cancellations resulting from circumstances beyond our control, including but not limited to weather, strikes, or government restrictions.

## 6. Utilities and Equipment

- 6.1. **Utilities:** The price of rental includes electricity, gas, and water usage unless otherwise stated.
- 6.2. **Wi-Fi:** Free Wi-Fi is provided. We do not guarantee a specific speed or reliability and cannot be held responsible for any disruption to the service.
- 6.3. **Equipment:** All self-catering equipment (e.g., kitchen appliances, TV, etc.) should be used responsibly. Any faults or breakdowns should be reported immediately. We will make reasonable efforts to repair or replace equipment, but we do not guarantee the availability of specific items.

## 7. Health and Safety

- 7.1. **Safety Measures:** Please ensure that you familiarise yourself with fire exits, fire blankets, and any other emergency procedures.
- 7.2. **Children:** Parents/guardians are responsible for the safety of children during their stay. Children must be supervised at all times.
- 7.3. **Special Requests:** Please notify us of any requests that may be outside our general scope (e.g. mobility issues, allergy concerns, dog-friendly, etc) at time of booking. We do not guarantee that we will be able to accommodate special requests.

## 8. Governing Law

- 8.1. **Jurisdiction:** These Terms and Conditions are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.



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## 9. Amendments

9.1. We reserve the right to amend these Terms and Conditions at any time. Any changes will be communicated to you prior to your stay.

## 10. Data Protection

10.1. **Privacy:** We take your privacy very seriously. Personal information will only be used for the purpose of processing your booking and will not be shared with third parties without your consent, except as required by law. For further details, please refer to our Privacy Policy.