

## Terms & Conditions for Flowerpots Properties

Last updated: 05/02/25

Welcome to Flowerpots Properties. By booking and staying at our properties, including but not limited to Nettle Cottage, you agree to the following Terms & Conditions. These terms are designed to protect both you (the guest) and us (the host) to ensure a pleasant and secure stay.

### 1. Booking & Payment

- 1.1. Full payment must be made at the time of booking unless otherwise agreed.
- 1.2. Bookings are only confirmed upon receipt of payment and acceptance of these terms.
- 1.3. The primary guest must be at least 18 years old and provide valid identification upon request.
- 1.4. The maximum number of guests allowed in the property must not exceed the agreed limit.

### 2. Security Deposit & Damages

- 2.1. A refundable security deposit may be required at the time of booking. This will be refunded within 5 days after check-out, provided there are no damages, missing items, or breaches of these terms.
- 2.2. Guests are responsible for any damage, breakages, or loss caused during their stay, whether accidental or intentional.
- 2.3. If damage or missing items exceed the security deposit, we reserve the right to charge the guest for the full cost of repair or replacement.
- 2.4. Any issues must be reported immediately. Failure to report damage may result in additional charges.

### 3. Check-In & Check-Out

- 3.1. Check-in time is from 15:00pm and check-out time is by 10:00 am. Early check-ins or late check-outs must be pre-arranged and may incur additional

fees.

3.2. Failure to check out on time without prior agreement may result in an additional night's charge.

#### 4. House Rules & Conduct

4.1. No Smoking Policy – We are a strictly no-smoking property. Smoking or vaping is not permitted inside the house or near open doors/windows. A cleaning fee will be charged for any violation of this rule.

4.2. No pets allowed unless pre-approved in writing.

4.3. No parties, loud music, or disruptive behaviour that may disturb neighbours.

4.4. Guests must keep the property clean and tidy. Excessive mess may result in additional cleaning fees.

4.5. Any illegal activity is strictly prohibited and will result in immediate eviction without refund.

#### 5. Log Burner & Fire Safety

5.1. Guests using the log burner do so at their own risk. While we provide clear instructions and a fire guard, we are not liable for any injuries, burns, or accidents resulting from its use.

5.2. The fire guard must always be used when the log burner is lit.

5.3. Children and pets must never be left unattended near the log burner. It is the guest's responsibility to ensure their safety.

5.4. Do not use excessive firewood or flammable liquids in the log burner. Misuse may result in eviction without refund.

5.5. If the log burner is left burning unattended and causes any damage, guests will be fully responsible for repair costs.

#### 6. Injuries & Liability

6.1. Guests stay at the property at their own risk. We are not liable for:

- Accidents, injuries, or illnesses that occur during the stay.

- Slips, trips, or falls inside or outside the property.
- Injuries caused by improper use of the log burner or any other household items.

6.2. Guests are responsible for ensuring their own safety and that of their party, especially when using stairs, outdoor areas, or the log burner.

6.3. We are not liable for loss, damage, or theft of personal belongings.

## 7. Lost or Missing Items

7.1. Guests are responsible for their personal belongings. We are not liable for any lost, stolen, or forgotten items.

7.2. Any items left behind will be kept for 14 days and can be returned at the guest's expense.

7.3. Missing or stolen property belonging to Flowerpots Properties will be deducted from the security deposit, and additional charges may apply if necessary.

## 8. Cancellations & Refunds

8.1. Cancellations made 30 days before check-in are eligible for a full/partial refund (subject to our cancellation policy).

8.2. No refunds will be issued for cancellations made within 30 days of check-in unless due to exceptional circumstances.

8.3. If the property becomes unavailable due to unforeseen circumstances (e.g., maintenance issues, natural disasters), we will offer alternative accommodation or a full refund.

## 9. Breach of Terms

9.1. Violation of these terms may result in immediate eviction without a refund, forfeiture of the security deposit, and legal action if necessary.

9.2. We reserve the right to charge additional fees for any breach, including but not limited to:

- Unauthorised guests staying at the property.
- Excessive cleaning required after departure.

- Damage to property or missing items.
- Noise complaints or neighbour disturbances.

## 10. Privacy & Data Protection

10.1. Guest information will be handled in accordance with GDPR and UK privacy laws.

10.2. We will never share personal information with third parties except where legally required.

## 11. Amendments to Terms

11.1. Flowerpots Properties reserves the right to amend these terms at any time. The most up-to-date version will always be available before booking.

By confirming your booking, you acknowledge that you have read, understood, and agreed to abide by these Terms & Conditions.

For any questions or concerns, please contact us at

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[Natalie@flowerpotsproperties.com](mailto:Natalie@flowerpotsproperties.com)