

BOOKING AND PAYMENT TERMS

Conway Cottage can be booked for 3 nights or more on any available day. You may book from our online secure website, or if you prefer you can call us by telephone. We accept most credit/debit cards.

We ask that you pay 33% as a deposit to confirm your holiday at Conway Cottage. We ask that you to pay the remainder 6 weeks before your arrival. If you are booking your holiday within 6 weeks of your arrival, the full amount shall be required to book Conway Cottage.

If this payment is late this may result in a cancellation of your holiday, then the full cancellation policy will apply, to protect our business we are unable to refund the deposit, we suggest you have travel insurance to cover your holiday.

CANCELLATION POLICY

If for any reason you have to cancel your stay with us at Conway Cottage, we shall try our best to re book Conway Cottage for you. If we are able to re let in full we shall refund your accommodation costs,

If for any highly unlikely reason that we have to cancel your stay at Conway Cottage we will refund your stay in full.

INSURANCE

Accidents do happen and you may be charged for any breakages or damages incurred, we do not normally charge for small items damaged please let us know as soon as you can so that they can be replaced of if anything is not working.

CAR PARKING

We do not have a designated parking place but there is free parking right outside the Conway Cottage on a quiet Cul-de-sac.

OTHER POLICES

Conway Cottage is strictly a no smoking apartment, if guests do smoke in the apartment a penalty of a £150 fine will be charged. Also if we lose business due to someone smoking, we reserve the right to cover our losses directly from the offender.

We would appreciate it if you are considerate of noise levels on your stay.

We reserve the right to remove any guests who are disruptive, abusive, or cause loud noise or great disturbance and damage to the apartment.

Conway Cottage is Gay friendly but we do not accept same sex groups of more than two.

If this is ignored we reserve the right to cancel a booking or refuse access with no refund.

ARRIVAL

Conway Cottage will be ready for check in at 3pm until 6pm, arrivals after 6pm have to be agreed with us prior to booking.

DEPARTURE

On the day of departure we request that you leave Conway Cottage by 11am. If you need to leave before this time, please leave the keys at Barbican House next door.

INCLUSIONS

There are no hidden extras. The cost of your holiday includes gas and electricity, bedding, linen, towels and a selection of Penhaligon toiletries.

We have free WiFi available plus the use of a lap top if required.