

The Quarry T&C (aka Big House Devon)

ARRIVAL time at The Quarry is from 4pm. Our housekeeper Gaelle will be there to meet you, show you around and hand over the keys.

DEPARTURE time at The Quarry is 10am on the day of departure.

DAMAGES DEPOSIT In line with other houses of a similar size and quality we require a £500 damages deposit to be in our account by the time you arrive. This is just to cover us in case of damage which needs urgent fixing. The amount is fully refundable and will be returned by bank transfer on the day you leave.

COVID CANCELLATION If your booking has to be cancelled due to a **National Lockdown**, we will move your booking to a date suitable for you or offer a full refund.

If you, or one of your group becomes ill and is no longer able to travel (with Covid or any other illness), or you have to self-isolate due to Covid you will be subject to our standard cancellation policy as listed below. You will have to rely on travel insurance for any refund. We strongly recommend that all your party take out a cancellation policy which covers you for illness/self-isolation (and includes Covid in this category). The Post Office & Trailfinders both offer this policy.

We expect all guests to only travel to The Quarry if they are feeling well, and do not have any symptoms of COVID. Should a guest begin to feel unwell they need to return home immediately. We have back-to-back bookings and cannot accommodate guests self-isolating at the house.

CANCELLATION Let us know by phone first, but we will also require written confirmation (email is fine). The written cancellation must be issued and signed by the party leader (ie. the one whose name is on the booking form). We will take the cancellation date as the date you called.

If we manage to re-sell the full dates that you have cancelled (at the same price) then you will be refunded your monies paid minus a £100 administrative fee. If we can only re-sell partial dates (or have to sell them at a last minute reduced rate), you will be refunded your monies minus the price difference and minus a £100 administrative fee.

If you cancel when you have just paid the 30% deposit, but not the full balance, and we do not manage to sell the dates you will lose your deposit.

If you cancel after paying the deposit and the balance (so the full amount), and we do not manage to resell the dates we'll refund you the price of cleaning, linen and the welcome hamper.

We will always try our utmost to resell cancelled dates. It is always in our interest to do so and we do usually manage to find another booking.

HOUSE RULES The name on the booking form will be responsible for the rest of the party. We do ask guests to remember our neighbours, and not make too much noise outside after 10pm.

We cannot take responsibility for anything stolen whilst staying at the house. Whilst Ilfracombe is a pretty safe place (we have never had any problems), do remember to lock all doors & windows before you go out.

The front terrace is enclosed, and great for young children. However, the back garden is only suitable for older, or supervised children.

Please treat the house with respect & leave it in a similar state to how you found it. The house is strictly no smoking. If you move furniture around during your stay, we'd really appreciate it if you could put it back to its original position before you leave (this saves our housekeepers valuable time on changeover days).

We do not accept bookings for groups that are all under 26 years old.