

Guest Policy



TWIXTU

House Rules & Procedures

Guests are requested to note the following house rules and procedures:

- No smoking.
- Twixtu is not to be used to sleep more than 7 people.
- Every endeavour is made to see that Twixtu is clean for your arrival and it is requested that it is left clean and tidy on your departure.
- Tenancies begin at 3:00pm and end at 10:00am.
- Breakages, loss or damage must be reported to the housekeeper and paid for before departure.
- Dogs may be brought by prior arrangement only @ £20 per dog per week. Dogs are only accepted on the strict understanding that they are kept under control, exercised off the premises and are not permitted in the bedrooms or on the furniture, nor should they be left in the property unsupervised.
- You are very welcome to light a fire in the lounge fireplace, which draws well provided the fuel is nice and dry. There's a good supply of kindling in the wood-pile in the corner of the back yard (please don't let children climb on it) and some coal in the store immediately opposite the back door. Please use kindling only to start the fire and then coal for longer burning, so that the kindling supply will last for other guests. You can buy more coal at the village shop. We would be very grateful if you could clear out most of the ashes at the end of your stay and, when cool, put into a plastic bag and then into the dustbin.
- In exceptionally cold weather, there are blankets provided for your use. There is also a free-standing electric heater in every bedroom.
- We have a selection of books for adults and children for you to enjoy. Please also feel free to use our games cupboard with games such as chess, Pictionary, Monopoly, Trivial Pursuit, Scrabble & Cluedo, plus various puzzles. Please leave these boxed, neat and tidy when you're finished.

What's Included

We will provide the following for guests of Twixtu without extra charge:

- Electricity
- Mains water
- Bed linen

What's Not

Please bear in mind that we do not provide:

- Towels
- A telephone
- Cots or highchairs

Guest Policy



TWIXTU

Cancellation Policy

- A deposit is required to confirm a booking. Once paid, the deposit is non-refundable.
- The balance will be refunded in full for cancellations made more than 4 weeks before the start date of the stay.
- 50% of the balance will be refunded for cancellations made between 2-4 weeks of the start date of the stay, unless we are able to re-let the cottage, in which case a full refund of the balance is provided.
- No refund is available for cancellations made within 2 weeks of the start date of the stay, unless we are able to re-let the cottage, in which case a full refund of the balance is provided.
- We recommend taking out travel insurance to cover the eventuality of a late cancellation.

Our housekeeper, Lynne Smith, can be contacted on 01726 870686.