

SCHEDULE A: Applications with Recommendation

21/0267

Item No: 06

Date of Committee: 23/07/2021

Appn Ref No:
21/0267

Applicant:
Mrs Theresa Dunston

Parish:
Brampton

Agent:

Ward:
Brampton & Fellside

Location: The Paddock, Paving Brow, Brampton, CA8 1QU

Proposal: Change Of Use From Dwelling (Use Class C3) To 1no. Holiday Let (Sui Generis) (Retrospective)

Date of Receipt:
30/03/2021

Statutory Expiry Date
28/05/2021

26 Week Determination
27/07/2021

REPORT

Case Officer: Barbara Percival

1. Recommendation

- 1.1 It is recommended that this application is approved with conditions.

2. Main Issues

- 2.1 Principle of development
- 2.2 Impact of the proposal on the Brampton Conservation Area
- 2.3 Impact of the proposal on the living conditions of neighbouring properties
- 2.4 Impact of the proposal on highway safety
- 2.5 Impact of the proposal on biodiversity
- 2.6 Other matters

3. Application Details

The Site

- 3.1 The Paddock, Paving Brow, Brampton is a detached bungalow set within extensive grounds. The submitted drawings illustrate that the accommodation consists of: lounge; study; reception room; kitchen / dining room; hallway; w.c.; utility room; 1no. ensuite master bedroom; 2no. ensuite bedroom; 2no. bedrooms and bathroom. To the rear of the property is a

decked area which has seating areas and a hot tub. The property also has a detached garage and several garden structures within its domestic curtilage.

- 3.2 Access to the property is via a driveway off Paving Brow which also serves two other residential properties, Grange Garth and Anuthago. Parking for four vehicles is located to the front of the property. Views of the property from the majority of public viewpoints are largely obscured by mature trees.

The Proposal

- 3.3 The proposal seeks retrospective full planning permission for change of use from a dwelling (Use Class C3) to 1no. holiday let (Sui Generis). Details available from the Letting Agent website advertise that The Paddock can accommodate up to 9 people in its 5 bedrooms.

4. Summary of Representations

- 4.1 This application has been advertised by the direct notification of thirteen neighbouring properties and the posting of site and press notices. In response, five representations of objection have been received.
- 4.2 The representations identify the following issues:
1. holiday let is out of keeping within a residential area;
 2. experienced noise and disturbance arising from the property late at night and early in the morning;
 3. if granted, how can number of visitors and noise be controlled and supervised;
 4. questions the number of parking spaces to serve the property;
 5. increase in traffic;
 6. questions why and how long the proposed change of use is for as application details the change of use is for a limited period;
 7. no fences to stop visitors dogs accessing neighbouring land.

5. Summary of Consultation Responses

Cumbria County Council - (Highways & Lead Local Flood Authority): - no objections;

Clerk to Brampton PC: - no observations.

6. Officer's Report

Assessment

- 6.1 Section 70(2) of the Town and Country Planning Act 1990/Section 38(6) of the Planning and Compulsory Purchase Act 2004, requires that an application for planning permission is determined in accordance with the provisions of the Development Plan unless material considerations indicate otherwise.
- 6.2 The relevant planning policies against which the application is required to be

assessed is the National Planning Policy Framework (NPPF), the Planning Practice Guidance (PPG), Section 72 of the Planning (Listed Building and Conservation Areas) Act 1990 and Policies SP2, SP6, EC9, IP3, CC4, CM5, HE7 and GI3 of the Carlisle District Local Plan 2015-2030.

6.3 These proposal raises the following planning issues:

1. Principle Of Development

- 6.4 Policy EC9 of the local plan highlights that the tourism sector is vitality important to Carlisle as generators of economic prosperity. Outlining that proposals will be supported where they contribute towards the development and/or protection of the arts, cultural, tourism and leisure offer of the District and support the economy of the area subject to satisfying three criteria. The NPPF and the local plan recognising that tourism development is a main town centre use and, as such, the Council will encourage this type of development within a recognised centre (i.e. the City Centre, District Centres or Local Centres).
- 6.5 The proposal seeks retrospective planning permission for the change of use of a dwelling into a holiday let, the scale of which is compatible with the character of the surrounding area. Brampton is accessible by a range of transportation modes including National Cycle Network Route 72 'Hadrian's Cycleway' which passes through the town. Accordingly, the proposal accords with the objectives of the NPPF and local plan.

2. Impact Of The Proposal On The Brampton Conservation Area

- 6.6 The dwelling is located within the Brampton Conservation Area, however; the majority of its domestic curtilage is outwith the conservation area. As highlighted earlier in the report Section 72 of the Planning (Listed Building and Conservation Areas) Act 1990, the NPPF, PPG and Policy HE7 of the local plan are relevant.
- 6.7 Section 72 of the Planning (Listed Building and Conservation Areas) Act 1990 highlights the statutory duties of local planning authorities whilst exercising of their powers in respect to any buildings or land in a conservation area. The aforementioned section states that:
- "special attention shall be paid to the desirability or preserving or enhancing the character or appearance of that area".*
- 6.8 The aims of the 1990 Act is reiterated in both the NPPF, PPG and policies within the local plan. Policy HE7 of the local plan advises that proposals should preserve or enhance the special character and appearance of conservation areas.
- 6.9 Accordingly, considerable importance and weight to the desirability of preserving or enhancing the character and appearance of the conservation area. The local planning authority also has to be mindful of case law South Lakeland District Council v Secretary of State for the Environment (1992)

which established the principle that development that was neutral on a conservation area, in that it made no positive contribution but left it unharmed, could properly be said to preserve the character and appearance of that area.

- 6.10 The proposal seeks retrospective planning permission for the change of use of a dwelling into a holiday let. The submitted drawings illustrate that the appearance and car parking would remain as existing. Furthermore, due to the topography of the site together with existing mature landscaping the property is partially obscured from the majority of public viewpoints. Accordingly, based on the foregoing assessment, the proposal would preserve the character and appearance of the conservation area.

3. Impact Of The Proposal On The Living Conditions Of Neighbouring Properties

- 6.11 Policies within the local plan seek to ensure that development proposals should be appropriate in terms of quality to that of the surrounding area. Policies SP6 and CM5 seeking to ensure that the development proposals do not have an adverse impact on the living conditions of the occupiers of adjacent residential properties which cannot be satisfactorily mitigated within the development proposal or by means of compliance with planning conditions.
- 6.12 As outlined earlier in the report, the proposal seeks retrospective planning permission for the change of use of a dwelling to a holiday let. The Paddock is a large detached bungalow which the Letting Agents web site outline can accommodate up to 9 people in its 5 bedrooms. The web site states that the property is a: "... *perfect location to assemble as a family or group of friends ...*". The terms and conditions of the letting agent and the submitted Management Plan also details that: "... *group bookings of single sex parties are not allowed unless special arrangements are made by the Agency with the Owner (safety deposits may be required)*". The supporting information from the applicant and reproduced for Members within the schedule further highlights that: "... *most of our guests are extended families and multi-generational guests i.e. grandparents, parents, siblings and grandchildren including infant*".
- 6.13 The submitted Management Plan also details measures to be undertaken to mitigate for any potential noise nuisance to neighbouring properties arising from the use of the property as a holiday let. The applicant has also provided a copy of Noise Policy for the property which is included within the Information Folder for guests and displayed at the exits within the property. These measures include the restriction of the playing of loud music and restricting the hours of use of the hot tub.
- 6.14 In consideration of the proposal, a property of this size can physically accommodate a large number of people. Where those people live as a single household, that may result in a low-key use. However, it is impossible to guarantee how reasonable and considerate members of a single household would be as single households can at times cause noise and disturbance

especially whilst using external amenity spaces during warm weather and school holidays.

- 6.15 The transient nature of people coming together for a short period of time are unlikely to live in the same way that a single household would with a normal daily or weekly routine. Groups staying at the property may lead to an increase in noise and disturbance during arrival and departure times and through the use of the external areas of the property including the use of the hot tub and external seating areas. The increase in noise and disturbance especially late at night or in the early hours of the morning are issues cited by third parties in their representations of objection. The views of the Environmental Health Section has been sought on this matter and has confirmed that it holds no records of any noise disturbance at the premises.
- 6.16 Accordingly, in line with objectives of Policies SP6 and CM5 Members have to make a judgement as to whether the use of the premises as a holiday let as opposed to that of a dwelling results in a significant adverse impact on the living conditions of the occupiers of adjacent residential properties which cannot be satisfactorily mitigated within the development proposal or by means of compliance with planning condition. On balance, to safeguard the living conditions of neighbouring residents from unacceptable noise and disturbance, it is recommended that a planning condition be imposed which would require the operation of the premises to be in strict accordance with the Management Plan, Noise Policy and Terms and Conditions of the Letting Agent. Furthermore, should a statutory noise nuisance occur this would also be subject to Environmental Health Legislation.

4. Impact Of The Proposal On Highway Safety

- 6.17 Access to the property is via a driveway off Paving Brow which also serves two other residential properties, Grange Garth and Anuthago. Parking and turning facilities for four vehicles is located to the front of the property. A further objection cited by third party objectors is parking / turning issues and the increase in traffic to the property. Cumbria County Council, as Highway Authority, has been consulted and do not raise any objections to the proposal. The applicant has also advised that signage will be displayed on the premises directing guests to the allocated turning provision serving The Paddock. The views of the objectors are respected, however; in light of the foregoing together with the views of the Highway Authority it would be difficult to substantiate a refusal on highway safety grounds.

5. Impact Of The Proposal On Biodiversity

- 6.18 The Councils GIS Layer has identified that there is the potential for several key species to be present within the vicinity. Using the guidance issued by Natural England, the development would not harm protected species or their habitat; however, an Informative has been included within the decision notice that if a protected species is found all work must cease immediately and the local planning authority informed.

6. Other Matters

- 6.19 The application form seeks: *"change of use from C3 to holiday let for a limited period"*. Third parties have questioned the: "limited period". No details have been provided in respect of this issue, however; should Members approve the application the development is classed as a Sui Generis under the Town and Country Planning (Use Classes) Order 1987 (as amended). As such, any subsequent change of use would require planning permission.
- 6.20 Another issue raised by third parties was the behaviour of the residents dogs whilst staying in the property. This is not a material planning consideration, therefore, falls out with the planning remit for the determination of this application. Nevertheless, the applicant has advised that any holes within the existing fence line will be repaired and will be monitored in the future.

Conclusion

- 6.21 The proposal seeks retrospective planning permission for the change of use of a residential property into holiday accommodation, the scale of which is compatible with the character of the surrounding area. Brampton is accessible by a range of transportation modes including National Cycle Network Route 72 'Hadrian's Cycleway' which passes through the town.
- 6.22 Policies SP6 and CM5 seeks to ensure that development proposals do not have a significant adverse impact on the living conditions of the occupiers of adjacent residential properties which cannot be satisfactorily mitigated within the development proposal or by means of compliance with planning condition. On balance, the imposition of the recommended planning condition requiring the operation of the premises to be in strict accordance with the Management Plan, Noise Policy and Terms and Conditions of the Letting Agent would safeguard the living conditions of neighbouring residents from unacceptable noise and disturbance. Furthermore, should a statutory noise nuisance occur this would also be subject to Environmental Health Legislation.
- 6.23 Cumbria County Council, as Highway Authority raise no objections to the proposal. The proposal would not have a detrimental impact on the Brampton Conservation Area or biodiversity.
- 6.24 In overall terms, the principle of development accords with the objectives of the NPPF, Section 72 of the Planning (Listed Building and Conservation Areas) Act 1990 and the Carlisle District Local Plan 2015-2030. A condition requiring the submission of a management plan would safeguard the living conditions of neighbouring residents from unacceptable noise and disturbance. The proposal would not have a detrimental impact on highway safety nor biodiversity. Accordingly, the proposal is recommended for approval.

7. Planning History

- 7.1 In 2004, full planning permission was granted for single storey extension to provide domestic accommodation and detached garage/store (application reference 04/0766).
- 7.2 In 2005, full planning permission was granted for single storey extension to provide domestic accommodation and detached garage/store (revised proposal) (application reference 04/1574).
- 7.3 Earlier this year, an application for the demolition of existing garage and erection of replacement garage for The Paddock; change of use of garden for the erection of 2no. dwellings adjacent to The Paddock was withdrawn (application reference 21/0043).

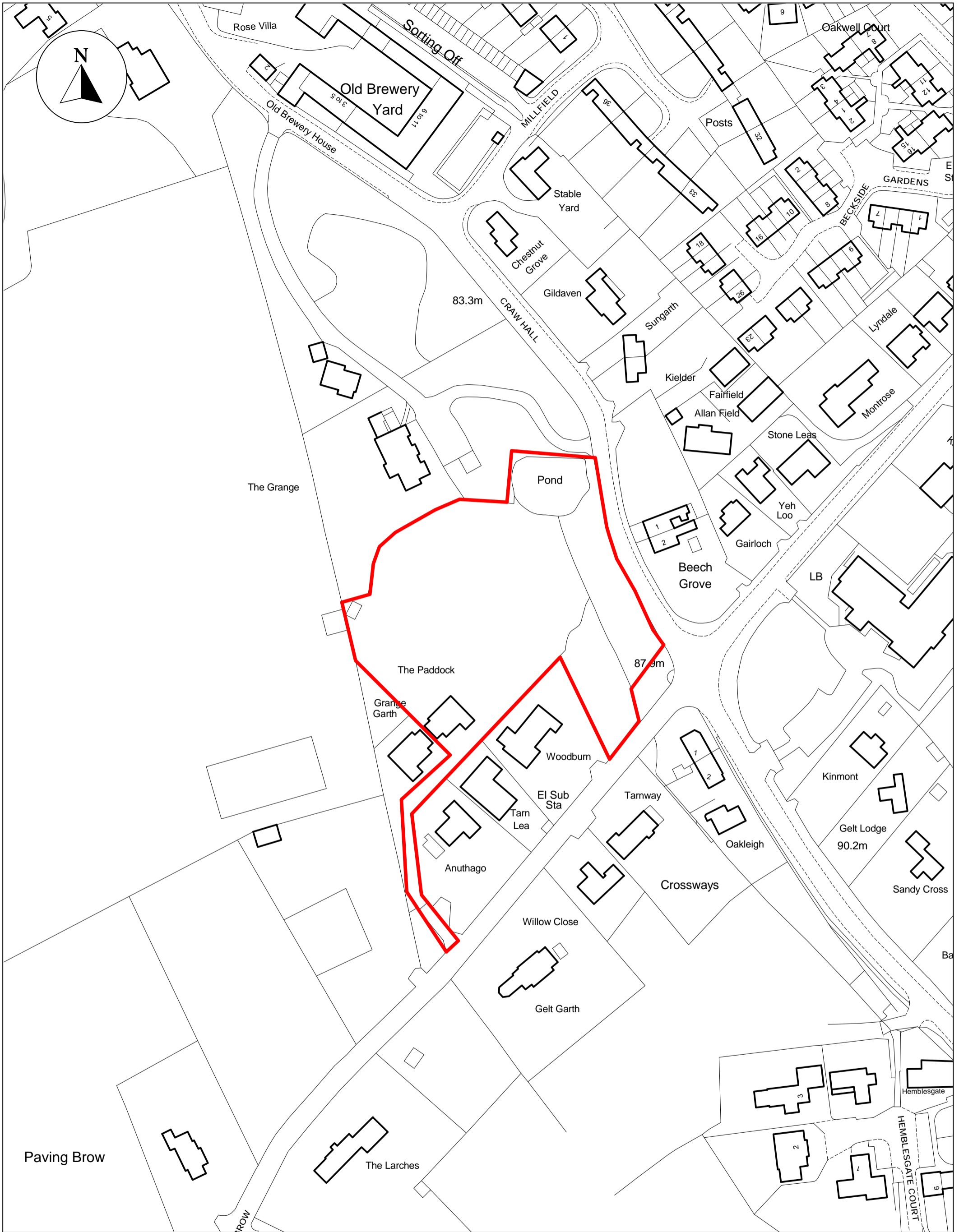
8. Recommendation: Grant Permission

1. The development shall be undertaken in strict accordance with the approved documents for this Planning Permission which comprise:
1. the submitted planning application form received 23rd March 2021;
 2. the Management Plan submitted 5th July 2021;
 3. the Noise Policy submitted 5th July 2021;
 4. the Terms and Conditions of holidaycottages.co.uk received 5th July 2021;
 5. the location plan received 23rd March 2021;
 6. the block plan received 23rd March 2021;
 7. the floor plan received 23rd March 2021;
 8. the Notice of Decision;
 9. any such variation as may subsequently be approved in writing by the local planning authority.

Reason: To define the permission.

2. The operation of the holiday let, hereby approved, shall be undertaken in strict accordance with the submitted Management Plan, Noise Policy and the Terms and Conditions of holidaycottages.co.uk.

Reason: To ensure the holiday let accommodation is properly operated and to ensure that local residents have a recourse in the event of any disturbance in the interests of residential amenity and the function of the area in accordance with Policies SP6 and CM5 of the Carlisle District Local Plan 2015-2030.



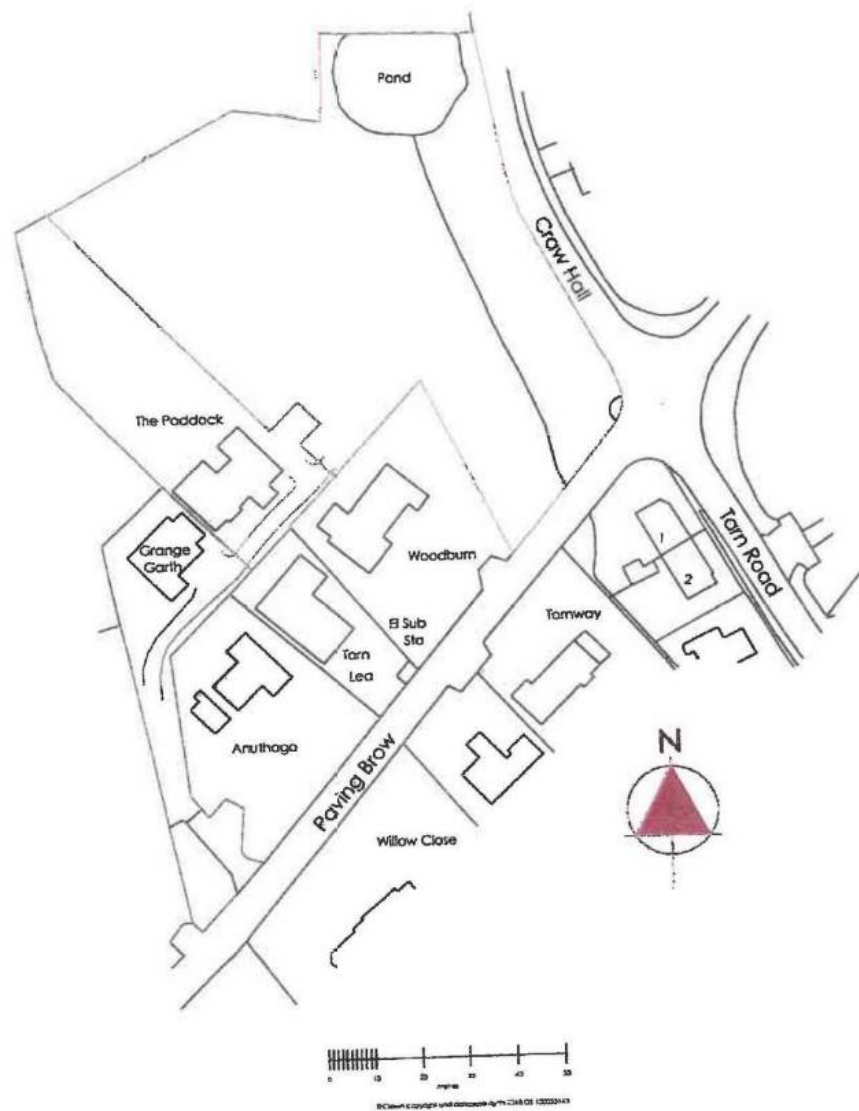
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Economic Development
Civic Centre
Rickergate
Carlisle
CA3 8QG

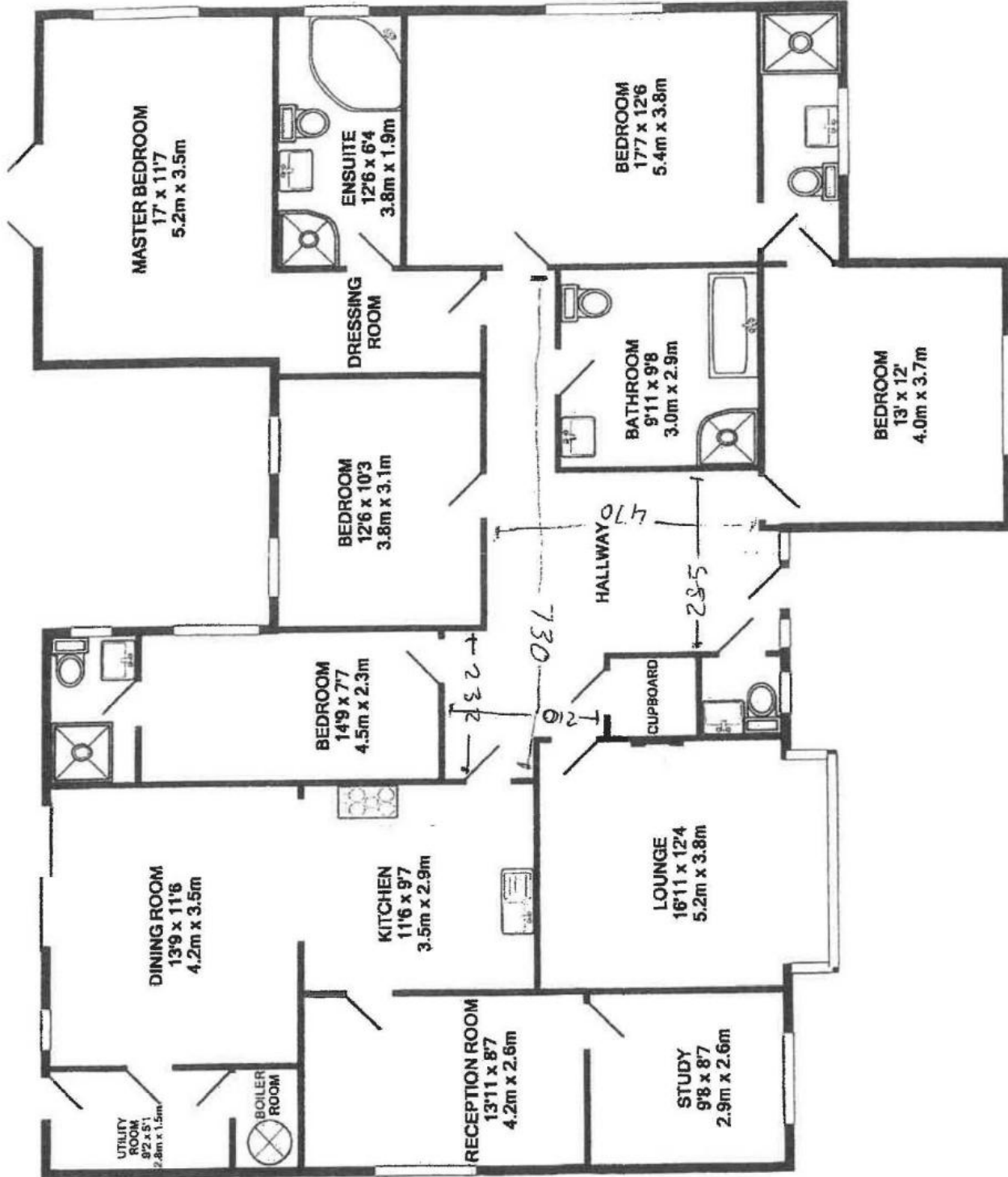
Scale 1: 1,250

Application Site 21/0267
The Paddock, Paving Brow, Brampton, CA8 1QU



The Paddock, Paving Brow,
Brampton, CA8 1QU

The Paddock, Paving Brow CH & IQY.



TOTAL APPROX. FLOOR AREA 195.6 SQ.M. (2106 SQ.FT.)

Whilst every attempt has been made to ensure the accuracy of the floor plan contained here, measurements of doors, windows, rooms and any other items are approximate and no responsibility is taken for any error, omission, or mis-statement. This plan is for illustrative purposes only and should be used as such by any prospective purchaser. The services, systems and appliances shown have not been tested and no guarantee as to their operability or efficiency can be given.

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Dear Ms Percival

Thank you for the opportunity to address the comments and concerns regarding the use of The Paddock, Brampton as a holiday rental and to submit a Management Plan to be considered by the Members of the Development Control Committee at its next meeting on 23rd July 2021.

The Paddock is a spacious detached 5 bedrooomed bungalow with 4 bathrooms, sitting room, dining room, utility, snug, large kitchen with a further seating area. The drive from the road, Paving Brow along to the dwelling is owned by The Paddock at the end of which is parking for up to 4 cars. There is a decking area to the rear of the property with table, chairs, sun loungers and a hot tub. The garden around the property is 2 acres and mainly lawn.

The Paddock was purchased by my parents in 2007, the size of the house and garden they felt would be ideal during holidays and weekends to accommodate their four grown up daughters and husbands, seven grandchildren and dogs.

My mother sadly passed away in 2016 and soon after that dad's health deteriorated. In March 2018 we felt it best and safer for dad to go into a residential care home to be looked after as it was evident, he needed continuous care. To raise funds to pay for the care home fees we were not sure whether to sell the property or rent it out. As my sister and I both own holiday rental homes and have done for several years we decided this would be the best course of action.

Sadly, dad passed away on 19th November 2020 due to Covid-19. The bookings for this year are mostly cancellations from last year that have been transferred due to the pandemic restrictions and lockdown. I would like to honour these bookings as it will be difficult for guests to find alternative places to stay due to most holiday accommodation now being fully booked for this year.

The Paddock is rented out through a well-known and reputable agency, Travel Chapter, trading as holidaycottages.co.uk, whose portfolio spans across England, Scotland and Wales. They have 311 holiday rental properties on their books in the Cumbria area alone.

- The setting of The Paddock is not compromised because of the property being used as a holiday let given that as it is such a large dwelling and as in the past when my parents lived there it had multiple vehicle movements per day. A holiday let use generates similar activities to a normal dwelling with activity in the morning before guests leave to go out and explore the area, followed by a period of inactivity, then a period of activity when the guests return in the evening. During the weekend and holidays the property and its garden would have more activity around during the day enjoying the garden when the weather permits. This is not too dissimilar to how a normal dwelling would function with people leaving to and returning from work. Most guests arrive at 4pm eager for their holiday to start.
- The Paddock was renovated to a high standard, with guests commenting on its home from home feel suitable for family use. Most of our guests are extended families and multi-generational guests i.e., grandparents, parents, siblings and grandchildren including infants. The Paddock is also suitable for wheelchair users who have been able to stay there in the past due to the dwelling being on one level with just a few wide steps up to the property. See Management Plan – BOOKINGS.

- No hen or stag groups have stayed at the property. Please see Management Plan – BOOKINGS & GROUP BOOKINGS & AGE.
- Please be aware that due to Covid lockdown most of the current bookings are cancellations from last year, 2020 which have been transferred to this year. Guest numbers are also smaller due to Covid restrictions. We are hoping to honour these 2021 bookings, the final guest departure will be 2nd January 2022. We have accepted no booking after that date.
- Due to covid restrictions the property was empty from 20th March 2020 to 4th July 2020 almost 4 months and then again from 26th September 2020 to 17th April 2021 for almost 7 months. The neighbours would have been aware of zero noise coming from the dwelling and unaccustomed to the property being occupied.
- The fencing along the boundary between The Paddock and the field I noticed has a few holes, this may be how a dog managed to wander onto this land. The fence will be repaired and the gardener and me will continuously check the fencing and repair again when necessary. This is not an exclusive problem to a holiday rental property as I know of dogs from neighbouring properties that have entered this field as it located in a residential area surrounded by domestic gardens. I have also seen people walking their dogs in that field. Please refer to Management Plan – PETS.
- I have included in The Paddocks Information Folder for guests to be considerate to the immediate neighbours and not to park on their drive or use it as a turning area. We have allocated a turning area for guests to use, further along the drive towards the garage (signage has been ordered).
- Please note that due to the positioning of The Paddock, in consideration of other buildings, it is set back from the road along a private drive. The 3 bungalows in front of the Paddock face onto the main road, Paving Brow and are screened from behind by a high wooden fence with vegetation in front. The immediate neighbours to the left of the property use the shared drive owned by The Paddock, we can arrange to have the boundary wall heightened and a gate fitted across the driveway into The Paddock. The boundary fence along the garden can also be raised with acoustic fencing to further minimise noise coming from the decking area. Please see Management Plan – NOISE POLICY & HOT TUB.
- Giving these mitigating measures we believe the use of The Paddock as a holiday let will not give rise to an adverse impact on the area. Guests who stay at The Paddock help the local economy by using the nearby facilities such as dining at The Howard Arms at Brampton, The Duke of Cumberland at Castle Carrock, Lanercost Tea Room at Lanercost and the takeaway cafes, shops, butchers etc in Brampton. All of which I encourage guests to visit by mentioning in the welcome folder literature what is on offer in Brampton and the surrounding area.
- Given the policies in place I would not expect concerns or issues, however as owner I would take action to deal with any issues raised. The neighbours have either my contact details or the agencies. I am at the property every week, usually a Saturday, so I can be contacted directly in person. Travel Chapter the agency that I use will forward any neighbours concerns onto me. I will take action to deal with any issue raised.

MANAGEMENT PLAN

Please find detailed below information on how The Paddock is managed and ways in which any concerns over nuisance will be mitigated.

BOOKINGS

Those wishing to stay at The Paddock pay a deposit and bookings are made through an agency, Travel Chapter, trading as holidaycottages.co.uk and at the time of booking the website states that the property is not suitable for stag or hen parties. This helps ensure the type of booking will not give rise to louder, more excitable activities that are potentially more common with such groups. Given its location, The Paddock is booked by outdoor enthusiasts and families. Any pets to be included are declared at the time of booking and checked and authorised via the owner.

THE AGENCY

The agency, Travel Chapter Ltd, trading as holidaycottages.co.uk has 311 properties on its books in the Cumbria area. When potential guests make a booking all names and contact details are taken, any changes are informed to the agency immediately.

GROUP BOOKINGS AND AGE

As stated in the Agency's Booking terms and conditions Paragraph 1.3 Bookings cannot be accepted from persons under 18 years of age. Group bookings of single sex parties are not allowed unless special arrangements are made with the owner.

TROUBLESOME GUESTS

Paragraph 6.3 The Holiday makers right to occupy the Property may be forfeited without compensation if: 6.3.3 Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour, or disturbance. This will act as a deterrent for any ignorance of the policies in place.

PETS

Regarding dogs staying at The Paddock there are strict guidelines that the owners must adhere to. Up to two dogs are allowed to stay at the property under the booking terms and conditions set out by the agency Paragraph 10.7 The following dog terms apply 10.7.1 Dogs must be under strict control at all times while at or in the property 10.7.2 Any fouling must be cleared up without delay 10.7.4 Dogs must not be left alone in or at the property or elsewhere at any time 10.8 If you break the terms of paragraph 10, the Owner (including their representative) or the Agency may notify you that you have broken these terms and may cancel this booking and ask the holidaymakers to leave the Property without compensation, or that they pay an additional reasonable charge.

MAINTENANCE

Gas appliances are regularly maintained and serviced by a Gas Safe registered engineer; a valid annual Gas Safety Certificate is in place.

The property is also regularly inspected by a qualified electrical engineer and a valid annual Electrical Installation Condition Report (EICR) is in place.

An annual PAT test has been carried out at the property.

The garden has been maintained regularly by a local gardener since 2018 he will also check the boundary fence and repair when necessary.

The property is cleaned weekly by family members.

FIRE PRECAUTIONS

A Fire Safety assessment has been carried out and information is provided in the property handbook. A fire blanket and extinguisher are visible and within easy reach in the kitchen. Carbon monoxide detectors and smoke alarms are also in place.

NOISE POLICY

A noise policy is in place and guests are informed of the following on arrival

We ask all guests to show consideration to the environment and to the neighbours of the property in all manners and at all times.

The following noise restrictions apply

Show consideration for the neighbours of the property in the early mornings and late evening

You will not turn up the music within the property to provide music outside

Do not play loud music outside after 11pm

You must limit any loud music playing inside the property so it cannot be heard outside

The hot tub must not be used after 11pm and before 7am

Fireworks are strictly forbidden

Within the property handbook and near the exists THE PADDOCK NOISE POLICY is clearly displayed so that guests are reminded of the policies in place and the need to adhere to them.

HOT TUB

Guests are informed in the property handbook not to use the hot tub after 11pm and before 7am and to always show consideration to the neighbours nearby regarding noise levels.

ARRIVAL

Before guests arrive, they contact me personally to discuss arrival time, key code, places to visit and eat. I also mention to the users that there is a noise policy and on arrival to read THE PADDOCK NOISE POLICY contained in the welcome folder and at the exists of the property. An example of THE PADDOCK NOISE POLICY is enclosed.

NOISE POLICY AT THE PADDOCK

Dear Guests

While we are very keen for all our guests to have a fantastic time at The Paddock, it is important that we balance that with respect for the neighbours.

We are sure that like most guest you will be nothing but respectful, we ask you to acknowledge the following important noise policies:

Show consideration to the neighbours of the property in the early mornings and late evening

Please be respectful to the neighbours and do not play loud music outside after 11pm

Music must not be turned up inside the property to provide music outside

Limit any loud music played inside the property so it cannot be heard outside

The hot tub must not be used after 11pm and before 7am

Strictly no fireworks

ⓘ Please see our latest [coronavirus FAQs and information](#) for guests before contacting us.

×



Booking terms and conditions

Bookings are made and accepted only on the following conditions:

holidaycottages.co.uk ("the Website") is a website owned and operated by The Travel Chapter Limited.

1 Contract and Booking

- 1.1 The Travel Chapter Limited, trading as holidaycottages.co.uk, hereinafter called "the Agency", act only as agents for (i) the owners of the accommodation ("the Owner") or (ii) other agencies who themselves act as agents for the Owner. In all circumstances, the Contract of Letting is between the guest ("the Guest") and the Owner. The Agency is part of a group, and "Agency Group" means the Agency and any subsidiary or direct or indirect holding company of the Agency, and any subsidiary of any such direct or indirect holding company from time to time.
- 1.2 This agreement is made on the basis that the property ("the Property") is to be occupied by the holidaymakers for a holiday (as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 or similar legislation in other jurisdictions) and the Holidaymakers acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.
- 1.3 Bookings cannot be accepted from persons under 18 years of age. Group bookings of single sex parties are not allowed unless special arrangements are made by the Agency with the Owner (safety deposits may be required). Any pets you intend to take with you should be declared at the time of booking and checked and authorised via the Owner (where requested).
- 1.4 No bookings are valid until confirmed by the Agency in writing.
- 1.5 Once a booking is confirmed it is not subject to change. If you choose to cancel see section 8 for details of the terms that would apply. Whilst we will be under no obligation to do so, we may in certain circumstances and with the agreement of the Owner, make minor adjustments to bookings. In these circumstances we will charge £20 to make the change.

2 Deposit

- 2.1 A deposit of 1/3rd of the cost of the holiday ("Deposit") must accompany the booking request, plus the Booking Fee (as detailed at the time of booking) and the Holiday Insurance (if actively selected at the time of booking). The Booking Fee and Deposit are non-refundable unless the Agency is unable to accept the booking, and as specified below.

3 Insurance

- 3.1 The Agency recommends that Holiday Insurance is taken out (whether arranged by the Agency or otherwise) when making a booking even when payment is made in full.
- 3.2 Please note that where Holiday Insurance is taken out with the Agency it is being arranged by the Agency, and not by the Owner, nor by any other agencies or member(s) of the Agency Group.

4 Balance Payment

- 4.1 Once a booking is confirmed by the Agency, the Guest is responsible for the full balance of the cost of the holiday. This shall be paid not later than 9 weeks before the booking is due to commence.
- 4.2

Open today from 9am to 9pm! [Contact us](#)

Should you have any queries specifically regarding coronavirus and the potential impact on your holiday, please refer to our [coronavirus FAQs page](#).

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