**What time can I check in?**

Check-in time is 4pm.  However, we may be able to arrange an earlier check-in so please contact us to arrange this prior to arrival.

**How do I check in?**

We operate a contactless check in via a secure lockbox.

**Is there a hot tub?**

The outside bath is a beautiful 4 person traditional tin bath set in the most amazing location at the end of the deck.  This tub is environmentally friendly and we do not use chemicals unlike other hot tubs.

**Does The Rapids Cottage have WiFi?**

There is free Wi-Fi for your use. Due to the rurality we have overhead cables through the woodland. This does mean we are susceptible to faults in the line. We do however have BT halo so if there is any loss of service please contact us and we have a backup myfi dongle.

**What does pet friendly mean?**

Dogs are part of the family so are more than welcome but please remember that they should not be left unattended in properties.

**Is there parking/and or a garden?**

The Rapids Cottage has an allocated parking space. There is more parking a short stroll away and information can be provided if required. There are 30 steps up to the cottage which takes you into the woodland. We have half an acre of private woodland but this continues onto miles of forestry commission land. There are retractable awnings to close off the 100m2 decking from the rest of the property. They are not secure gates

**Are children allowed? Will there be a Cot and/or a highchair in the property?**

We are a family run business and have 2 young boys who love the cottage. That being said we ask all those with mobile children under 3 to contact us as there are steep, open backed stairs in the cottage and the awnings to shut of the deck outside are more of a deterrent than safety feature. We can provide a Cot or highchair if required**.**

**Is the property suitable for people who have restricted mobility?**

There are 30 steps up to the cottage from the parking space. I am sorry to say we are not the cottage for those with restricted mobility.

**Can I hold events at the property?**

We welcome special getaways but do ask that any events are run past us first. Symonds Yat is an area that is sought after for its peace and tranquillity and being in a gorge noise carries surprisingly far.

**Do you have a TV?**

The samsung smart TV gives you access to a huge collection of content.  
The TV also works with compatible smart devices

**Do you have a coffee machine?**

We have a pod machine Nescafé Dolce Gusto - White 'Infinissima®'.    
A small supply of freshly ground coffee and French press is provided.

**Do you have a BBQ?**

There is an outdoor gas grill available for your use.

**Do you have a log burner?**

Our home has a newly fitted log burner 'Heta Inspire 45'. We supply enough logs and kindling for a cosy fire on those chilly nights.

**Are fires allowed?**

Open fires are prohibited as we are in the woodland but we do have a chiminea but please only use if you are competent to do so and it is done at your own risk.

**Are towels and linen provided during my stay?**

Luxury linen and towels are provided, we also supply towelling robes for use with the outdoor bathtub.

**How do I order food/flowers/hampers?**

If you would like to order ‘eat in’ we can recommend Woods at Whitchurch, they also offer an inhouse chef service. We also can recommend ‘Relish the moment’ for sumptuous grazing boxes and both can be delivered to your door. Local takeaways also deliver we have a long list of recommendations in our online welcome book.

Upon booking you can also order hampers and flowers, please email us ahead of your arrival and we can talk you through our local suppliers.

**How do I pay for my holiday?**

At the time of booking we charge a 25% deposit, the remaining balance is due 6 weeks before your stay. For more information see our terms and conditions (website link here)

**What is the cautionary deposit?**

The Rapids Cottage is our much loved home. We request a cautionary deposit which protects our home we share with you. The cautionary deposit is your acceptance that you understand that you are responsible for the property during your stay and that if damage does occur, you will be accountable for covering the cost of repair. We understand that accidents do happen, therefore usually do not seek recompense for minor damage but we do ask that that you let us know should any damage occur. This enables us to remedy it in time for the next guests’ arrival. We endeavour to return the cautionary deposit to you as soon as possible after your holiday ( This is usually processed within 5-7 days but please make sure you send us your bank details so we can refund it)

**Can I change my booking?**

Changes to bookings are possible up to 6 weeks prior to your holiday start date. A charge of £30 is payable for any changes to bookings.

**Can I cancel my break?**

If you are forced to cancel your holiday please inform us as soon as possible. Once you have booked your stay, our agreement is a legal contract and the deposit is non-refundable, however if we are able to re-let the dates we will return the deposit (less a £30 administration fee). Once the full payment has been made, you will not qualify for a refund if you wish to cancel your booking. If we can fill the booking we will offer a full refund (less a £30 administration fee).

If you have to change to an alternate date at the last minute, then that is possible in specific personal circumstances.

**Can we purchase gift cards?**

Yes, gift cards are available, all we ask is that they are used within 2 years of purchase. For further information please email us at [therapidscottage@gmail.com](mailto:therapidscottage@gmail.com)

If you do have any further questions, please do not hesitate to contact us. Would be cool If we contact us button here