

## Booking Terms and Conditions

- 1. CARE OF PROPERTY:** Tenants must agree to take good care of the property, to leave it clean and tidy and to pay for any major breakages.

A good housekeeping deposit (GHD) of £100 is payable. This will be returned after your departure, but may be used in the unlikely event of damages, breakages or losses incurred or any unbudgeted costs that arise in restoring the property to a clean and tidy condition. We would not normally charge for minor breakages glassware/crockery providing that these have been reported. The property has been recently decorated and is well looked after. Please help us keep it that way!

The deposit shall be paid back 4 weeks after the holiday is finished after checking the property for breakages/loss. 'Good House Keeping' will include acceptable minimum cleanliness of the property when the guests leave.

Should a dispute arise regarding the loss or damage of property, or excess cleaning required following your stay **our policy is that the housekeepers word is final.**

- 2. ARRIVAL/DEPARTURE:** Holidays commence at **4pm** on the arrival day and terminate at **10am** on the departure day.

- 3. BOOKINGS/PAYMENT:**

- Bookings are only confirmed once a deposit of one half of the rent is received together with a fully completed booking form.
- The balance of the rent, together with any other fees or charges and the GHD is due 6 weeks before the commencement of your holiday. If we do not receive your balance by that date we may assume that you have cancelled your booking and may seek to re-let the property.
- Once a booking is confirmed by us in writing a contract is then deemed to be formed.
- If you book within 6 weeks of your holiday the whole rent with other fees or charges is required as a condition of booking.

- 4. CANCELLATION:** We do not provide cancellation cover. You are liable for the payment of the full rental on cancellation. However, should you need to cancel your holiday for any reason, then please contact us immediately and we will attempt to re-let the property, at a discount if necessary. If successful we will normally return the balance of the rental to you less an administration charge of £25.

Should we for any reason need to cancel your booking, we will endeavour to find you another property in the locality and offer this to you, but should this not be possible or this alternative property not be acceptable to you, then we will refund in full all monies you have paid.

- 5. OCCUPANCY:** The Chapel is offered only on the understanding that no more than 7 people shall use it (unless previously agreed with ourselves) plus a baby/child up to the age of 2 years in a travel cot. Smoking is not allowed in the property. We reserve the right to refuse or curtail any booking, which appears not to meet this requirement.

- 6. AGE RESTRICTION:** You must be over 21 years of age at the time of the booking.

The person signing the booking form agrees to take responsibility for the party occupying the property. Subletting or transferred letting is not permitted.

7. **PETS** We regret that pets are not accepted in this property. We reserve the right to refuse or curtail a booking, which appears not to meet this requirement.
8. **ACCESS** Either ourselves or our agents shall be granted access to the property at any reasonable time during the holiday occupancy. To maintain a property of this standard does sometimes require access during the holiday occupancy period, but, unless this is an emergency we will always endeavour to consult with you on this. Window cleaning and oil deliveries may take place during your stay as it is not always possible to do this within the 5 hour slot on changeover day.
9. **COMPLAINTS** We truly hope that you will never need to complain, but if there are reasonable grounds then you must inform us immediately so that appropriate action can be taken. No such matters can be dealt with after the completion of your holiday.
10. **DESCRIPTION** Every effort has been made to ensure that the descriptions contained in this website are correct. As the owners we reserve the right to make modifications to the holiday home specifications that are considered necessary in the light of the operating requirements. Where possible clients will be notified of changes before commencement of their holiday.
11. **LIABILITY:** We do not accept any liability for injury to persons or loss/damage to possessions, personal effects, baggage, motor vehicles, or any other item belonging to the hirer or any member of the hirer's party.