

BOOKING CONDITIONS

1. Brochure and Accuracy

Whilst every effort has been made to ensure that the brochure and all advertising material is accurate at the time of publication, we cannot be held responsible for changes or matters outside our control. All information is given in good faith but no warranties are made regarding information provided, either written or oral.

2. Booking and Payment

Bookings can be made by E-mail and confirmed within 7 days using the Booking Form supplied and a deposit of 25% (non refundable) or if you are booking less than eight weeks before departure, the full price. Payment to be made by bank transfer. Under no circumstances can the prescribed number of persons per booking form be exceeded. The final payment becomes due eight weeks before your holiday date. There will be no refund 21 days before arrival. If the full amount plus the security deposit is not received by the due date we reserve the right to cancel the booking.

3. Prices

Prices are inclusive of electricity, gas and water but not the provision of bed linen and towels (please enquire if you want us to provide these)

4. Cancellation

It is recommended that you take out insurance to protect the risk of cancellation from the time of booking and for medical, baggage cover etc. whilst abroad. Should the property be unavailable on the day stated, due to unforeseen circumstances, every attempt will be made to relocate guests. If this is not possible, all rent monies will be refunded without question but no further liability will fall upon the owners.

5. Your responsibilities

Your property will be cleaned before your arrival and we respectfully ask you to remember that you are staying in someone else's home and to leave it clean and tidy when you depart. If excessive cleaning is required a minimum charge of £50 will be levied. If you do not wish to clean at all then cleaning can be arranged if you let us know 24 hours before departure. Breakages should be reported to the owners in order that it can be rectified before the following clients arrive. Please do not arrive at the property before 5.00 p.m. and kindly leave by 12p.m. on the day of departure (otherwise you could be charged extra rental) in order to give enough time between clients to ensure that the property is ready. If you wish to arrange a later departure please discuss this with us prior to your arrival. The property has a key safe and so you can arrive at your convenience. We will supply you with the code for the key safe a few days before your arrival.

6. Complaints

In the event of any complaint arising, either on arrival or after occupation has commenced, this should be brought to the attention of the owners immediately so that remedial action, where necessary, can be taken without delay. They will do everything possible to deal with any difficulties both quickly and effectively. The owners retain the right to enter the property at any reasonable time to deal with any complaints and to carry out any repairs deemed necessary to the property or equipment. Any complaint after departure must be in writing within 14 days of your departure.

8. General

Whilst every possible effort will be made to maintain household equipment in good order for the enjoyment of our guests we cannot accept liability in the event of any unforeseen calamity but would ask you to bear with us whilst we attempt to rectify the problem as soon as possible. We do not have a dishwasher. We accept smokers but smoking is not allowed inside the house and expect smokers to smoke outside. If the property needs to be fumigated due to excess smoke a minimum charge of £50 will be levied.

9. Car parking in front of the house and at owners risk.