

Terms and conditions

Please read the House Manual as we have developed it to ensure your holiday runs smoothly and you get the best out of the property and the locality.

Do not hesitate to ask for help. We want you to have a memorable, happy holiday at The Ancient Dwelling.

Accommodation Terms and Conditions

Your contract is with Miles and Niki Kirke (we, us and our) in these booking conditions for the property known as The Ancient Dwelling (the property). References to 'you' and 'your' are references to the Lead holiday maker and all members of the party. These Terms and Conditions form the basis of your contract with us and should be read carefully. Nothing in them will affect your statutory rights.

1. BOOKING DEPOSIT

When you make the booking you must complete a booking form together with your initial deposit payment. Once the completed booking form and deposit have been received you will receive written confirmation of your booking. Please check this carefully and inform us immediately of any errors. Please note, the deposit is only refundable if you cancel your booking within seven days of receiving our written confirmation of your booking.

2. OUTSTANDING BALANCE AND SECURITY DEPOSIT

Please send the outstanding balance and the security deposit at least 8 weeks prior to the commencement date of your holiday. Failure to make full payment may mean your booking is assumed to have been cancelled by you.

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within 14 days of the return of the keys to us, less any deductions in accordance with the terms above.

3. AMENDING/CANCELLING YOUR BOOKING

If you cancel or amend your booking you must telephone us on one of the numbers shown as soon as possible. Please also confirm any cancellation or amendment in writing by email. No cancellation or amendment will take place until we have received written confirmation from you.

If you cancel your booking within seven days of receiving our confirmation, we will refund the money you have paid to us as deposit. After this period we will retain the deposit if you cancel your booking.

If you cancel your booking after full payment has been made we reserve the right to retain the deposit and the rental. We will refund the security deposit. We will refund the rental if we are able to secure an alternative booking for the property.

4. IF WE CANCEL OR AMEND YOUR BOOKING.

We do not expect to cancel or amend your booking unless exceptional circumstances arise. In which case we will contact you as soon as possible and inform you of the change or amendment. If it is necessary to cancel your booking we will refund the money you have paid us.

5. YOUR ACCOMMODATION

Your accommodation will be cleaned prior to your arrival. In order to ensure this done as we would wish we ask that you do not arrive before 1400 hours and, so we can prepare for our next guests, we ask you leave the property by 10 am unless alternative arrangements have been agreed to by us. Please notify us immediately of anything that is damaged or faulty.

6. OBLIGATIONS

You agree to leave the property and its furnishings and fittings, clean and in good condition.

You agree not to cause damage or annoyance to owners/occupiers of adjacent buildings.

Please take steps to safeguard your possessions. No liability is accepted by us to damage or loss of your personal possessions except where it is caused by our negligence.

You must not allow more people to stay in the property than has been declare by you and authorised by us. Pets must have been agreed to by us and confirmed on your booking acceptance.

You agree to reasonable access by us or representatives of ours for the purpose of essential repairs.

7. COMPLAINTS

We make every effort to ensure you have an enjoyable and memorable holiday. If you have any complaints, please bring them to our attention immediately so we can take

remedial action as soon as possible. We want to bring a speedy resolution to any problem and it is often difficult to resolve things if you wait until after your holiday has ended. Discussions or criticisms with us whilst you are in residence will usually result in shortcomings being rectified straight away. Complaints of a transient nature, such as heating or initial cleanliness cannot be registered after you have vacated the property as we are not able to investigate the difficulty properly.

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