

# The Owl's Nest

www.holiday-in-stives.co.uk



## TERMS & CONDITIONS

### BOOKINGS AND CANCELLATIONS

- The premises are let for holiday purposes only for the period stated on the confirmation letter.
  - A non-refundable deposit of £100.00 for each week booked is required within 5 days of the booking being confirmed by us, with the balance of the rent payable six weeks prior to arrival.
  - If the balance is not received six weeks prior to your arrival, we reserve the right to re-let the property and to cancel your booking.
  - If the property is reserved less than 8 weeks before the commencement of the holiday let, the amount in full will be required.
  - Should you cancel within one month of your arrival - a 75% charge will be made.
- If you are forced to cancel earlier than one month from your arrival date, we reserve the right to retain your deposit if we are unable to let the property.
- Non-payment of the balance of the rental and/or security deposit on or before the due date shall be construed as a cancellation of the contract.
  - Should you be forced to cancel we must be advised in writing. The cancellation is not effective until we receive the letter, and then the above procedure is followed regarding deposits.
  - All bookings are made in good faith by us; but may be subject to change and will be notified in writing. In the unlikely event of the booking having to be cancelled by us, due to unforeseen circumstances or extraordinary circumstances amounting to a "force majeure", beyond the owners control, a full refund will be given. However, there is no liability on our part to provide an alternative holiday destination.
  - We strongly recommend Clients to take out Cancellation Insurance through your own insurance brokers.
  - All descriptions of the property are made in good faith and no responsibility can be accepted for errors, omissions or mis-descriptions. However we welcome your comments and any genuine complaint will be taken at face value and given due consideration.

### GENERAL LETTING CONDITIONS

- The tenant shall not cause, or allow any undue or excessive noise or operate radios or televisions sets at any volume, which may cause annoyance to your neighbours at any time.
  - The property is to be left in a satisfactory clean and tidy state with all rubbish bagged up and left in the designated area. If the property is not left in a satisfactory condition, then an extra cleaning fee may be deducted from your security deposit.
  - There is an inventory of all the fixtures and fittings and furniture both inside and outside the property. The inventory is kept in the information folder in the lounge and is checked weekly by the housekeeper.
  - The number of occupants including children must not exceed the number stated on the confirmation letter.
  - Animals are not allowed in or about the premises.
  - Please inform us of any damaged items when you arrive on 0775 132 4351
- Other than acceptable wear and tear, any damage, breakage, or loss of furniture, furnishings, equipment, locks or keys must be reported immediately and paid for at cost.
- Please do not move furniture from one room to another and ensure that only garden furniture is used outside.
  - Although we will endeavour to return any items that you leave behind, we cannot accept responsibility for personal possessions left on the premises, so please ensure that you have packed everything before your departure.
  - Key duplication is strictly forbidden.
  - Guests must allow a representative, to enter the premises to carry out repairs or inspections if necessary.
  - There is a strict no smoking policy in place within the apartment.
  - Each apartment has been allocated one car parking space, ours is clearly marked with the number 3, please do not use any other parking space.
  - Bed linen and towels are included in the letting price, as are water and electricity.

### COMPLAINTS

Should there be any cause for complaint during the occupation of the property, it must be notified promptly to us on 0775 132 4351. We will ensure that corrective action is taken if the complaint is found to be substantiated. A serious problem must be confirmed in writing. We will not consider any complaints or claims for compensation unless the client has raised the complaint or problem during the course of the let.

### LIABILITY

The Owner will not accept any responsibility for the personal belongings of the Hirer or the Hirer's vehicles and it is the responsibility of the Hirer to arrange appropriate insurance cover in respect of these items.

### CHECK-IN & VACATING TIMES

All bookings are from 2.00pm on the day of arrival (Saturday) and we ask that you vacate the property by 10.00am on the day of departure (Saturday). Variations to times must be agreed in advance and we will be happy to accommodate your requests if at all possible.

### TERMINATION

The right is reserved to terminate the booking/occupation with immediate effect if the Hirer fails to observe the regulations and requirements listed in these terms and conditions. In the event of termination under the provisions of this clause the Hirer will not be entitled to any refund of the hiring fee paid.

### KEYS

Details of keys will be released upon payment of deposit.  
The Owner reserves the right to alter amend or add to these terms and conditions at any time.

PRINT: .....

SIGNED:.....

DATE: ..../..../.....