

## **Croft House Cottages:Booking Conditions: 2018/2019**

1. Holiday weeks are usually from Saturday to Saturday except in the case of the Christmas and New Year weeks when the start day may vary. Winter weeks and all short breaks may be flexible as to their start and finish days.
2. Holidays commence at 4 pm on arrival day and end at 10.00 am on the departure day.
3. A rental deposit is payable on booking, the rental balance being payable at least 8 weeks before the commencement of your holiday. If the booking is cancelled more than 8 weeks before the commencement of the holiday then the deposit will be non-returnable except for that part which may be returnable under clause 5 below.
4. For U.K. guests payments may be made by cheque or bank transfer drawn on a UK bank account. For non U.K guests who do not have a U.K. bank account payment may be made by credit/debit card but there would be a 3% fee for payment by cards which are not registered in the European Union.
5. Cancellations:
  - 5a Cancellations must initially be received by telephone and be confirmed by email or post. If this confirmation of cancellation is received by us at least 8 weeks before the holiday letting begins the rental balance will not be payable. If it is received less than 8 weeks before the holiday letting begins the full rental balance is still payable.
  - 5b If you cancel we will seek to re-let the property. This may not be for the whole period that you booked or at the same price.
  - 5c If you have paid the full rental amount and we re-let any rental money received from such re-letting will be paid to you less an administration fee of £50 and any re-letting costs (e.g. agency commission and any credit/debit card fees) incurred by us.
  - 5d If you have only paid a deposit and have cancelled more than 8 weeks before your holiday letting and we re-let we will refund to you your deposit less our £50 administration fee, and less any difference between the rental rate you agreed and the rental rate of the re-let net of any re-letting costs (e.g. agency commission and any credit/debit card fees) incurred by us.
6. It is your responsibility to pay the rental balance by the due date. If this is not received by 8 weeks before the holiday commences, this will be deemed to be a cancellation of the booking and will be therefore treated in accordance with paragraph 5 above.
7. You are responsible for the condition of the holiday property during your stay, for leaving it clean and tidy and for paying for any breakages, damage and/or additional cleaning.
8. We cannot be held responsible for any loss, damage or injury to you, your visitors or your belongings.
9. There is at present a play area at Croft House which is for our own family use. However if we specifically agree with a guest that their children staying at Croftside or at Croft Corner can use this facility this use must be under adult supervision. Furthermore this use of the play area would be at the guest/their own risk.
10. Our holidays are normally for family groups. Other groups may be accepted – by prior arrangement - where all in the party are at least 18 years of age.
11. The holiday property is offered only on the understanding that no more than the number of people as indicated in our information shall use it and that pets and smoking are not permitted in the properties.
12. We shall be allowed access to the holiday property at any reasonable time for essential maintenance or for the annual Visit England inspection. Whenever reasonably possible, this would be by prior arrangement.
13. In the extremely unlikely event that the holiday property becomes unavailable due to reasons beyond our reasonable control we will endeavour to help you find alternative accommodation in the Keswick area and will refund all monies in full. We shall not be under any further liability.
14. We will take all reasonable action to repair or replace supplies to/facilities of/ equipment in the properties if this is required, but no compensation will be paid for their non-availability at any time during the holiday.
15. We continually seek to enhance the properties and so the photographs used in our promotional material are only a guide to their quality and facilities.
16. The properties are to be used only as holiday accommodation and, in particular, your use of any property will not be an Assured Tenancy and no Statutory Periodic Tenancy will arise at the end of the holiday letting.
17. The wifi service provided in the cottages shall not be used for unlawful or illegal purposes.
18. Pets are not allowed in the self catering properties and their gardens. Smoking and the use of electronic cigarettes are not permitted in the properties.
19. If you or any member of your party or your visitors do not comply with these booking conditions we will have the right to terminate your booking forthwith and in such an event no monies paid by you will be refundable.