

## **Terms and Conditions**

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact me.

Bookings are subject to the following terms and conditions.

### **Contract Terms**

A contract between you and Ashtree House will come into existence when payment is received and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking. A booking form must be completed and returned before your stay.

### **Deposit and Payment Terms**

A non-refundable 25% deposit of the holiday cost is payable at the time of booking. Bookings made less than six weeks before your arrival date must be paid in full, plus the £150.00 refundable damage deposit.

The balance must be paid no later than six weeks before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation.

### **Cancellation Policy**

All cancellations must be notified in writing. If you cancel your holiday more than 6 weeks before it is due to start, then your deposit will be forfeit. If you cancel less than 6 weeks before the holiday, then the full balance remains due and is not refundable.

We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation. Your booking will not be cancelled by Ashtree House except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.

### **Party Numbers**

No parties or events – the maximum number of persons using the accommodation at any time must not exceed 4 persons and only those listed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

Please note that if there are any additional visitors not listed on the booking form then prior approval will need to be sought from Ashtree House. In all cases visitors must not exceed 4 people.

### **Booking Terms**

Bookings cannot be accepted from persons under eighteen years of age.

Ashtree House reserves the right to refuse a booking without giving any reason.

Ashtree House or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.

### **Arrival/Departure Times**

Tenancies normally commence at 3pm unless otherwise agreed and guests are required to vacate the rental by 11am on the day of departure. This allows the accommodation to be prepared for incoming guests.

### **Smoking Policy**

We have a Non-smoking policy at Ashtree House and vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must

be strictly adhered to and any damage or extra cleaning caused by smoking will be at the expense of you.

### **Pets**

Pets are not allowed at Ashtree House

### **Damages**

Damage deposit – In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. A security deposit of £150 is required and will be returned at the end of your holiday, less the cost of damage/breakages, if applicable.

Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage.

### **Additional Information**

Please do not move any furniture from one room to another.

Please lock the doors and close the windows when you leave the property unoccupied.

Charging of electric vehicles is not allowed.

Please make sure you switch off lights or any electrical appliances when you go out.

Please don't remove any items from the house.

The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.

Please note that if any keys issued are not returned at the end of your holiday or if you lose keys during your stay, then the cost of replacement will be charged to you.

The client may in no circumstance re-let or sublet the property, even free of charge.

The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds.

No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.

The owners are not responsible for the loss of any personal belongings or valuables of the guest.

Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision.

Please ensure cars do not block access to other properties.

Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 9 am.

We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.

Candles are not allowed inside the house.

Check-out is at 11 am. Please ensure all rubbish is placed into the black bin liner provided, securely tied and placed in the wheelie bin outside, please following the instructions for recycling.

Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us/our representatives and we will endeavour to put matters right. Any complaints not reported to us/our representative at the time and only reported after the client has returned from holiday will not be considered by the proprietor.

We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.