

# The Apartment @ Hawksdale Lodge

## Booking Terms and Conditions

Thank-you for choosing to book with us – we hope that you will enjoy your stay.

The following terms and conditions apply to your booking. They form the terms of a legally binding contract between us and you.

1. BOOKINGS/PAYMENT:
  - a. Your booking will be complete when we acknowledge receipt of your booking form and deposit. Prior to that the booking will only be regarded as provisional. Provisional bookings will be held for a maximum of 7 days only.
  - b. The balance of the money and the Security Deposit are due 8 weeks before the commencement of your holiday. Failure to pay this balance amounts to cancellation and we are entitled to re-let your accommodation.
  - c. If you book within 8 weeks of your arrival you will be required to pay the full amount due for the whole of your stay.
  - d. Our preferred method of payment is cash or debit card. We are able to process credit cards but these incur an additional charge to us of 2%, which regrettably we need to pass on to guests. We reserve the right to change our prices at any time. This does not affect bookings already made.
2. CANCELLATION BY YOU: If you cancel more than 12 weeks before arrival you will lose your deposit, but will not be charged for the remainder of the booking. If you cancel 12 weeks or less before arrival you are liable to pay the full balance for the whole of your booking, less any costs saved by us as a result of your cancellation, for example if we are unable to re-let your accommodation. If in either case we do re-let the accommodation you will be refunded any monies paid minus any costs incurred in achieving a new booking.

Cancellations must be made initially by telephone and then confirmed in writing. We recommend that you take out travel insurance which provides for cancellation cover and if you think you may have to cancel we advise discussing this with us immediately as this gives us the best opportunity to re-let the property for you.
3. CANCELLATION BY US: In the unlikely event that we are forced to cancel your booking we will attempt to offer you alternative accommodation. If suitable accommodation is not available (or acceptable to you) then we will refund all monies already paid by you and confirm that you will not be liable for any further payments.
4. AMMENDMENTS BY US: We believe the information in our brochure and website to be honest and accurate, but reserve the right to alter the details at any time. We will always endeavour to inform you of any significant changes to the published accommodation at the time of booking.
5. CARE OF PROPERTY (DAMAGE AND BREAKAGES): We are sure that you will take care whilst you stay with us and we acknowledge that accidents sometimes happen but we ask that damages, loss or major breakages are notified to us immediately. We reserve the right to charge for any damage, loss or breakages and deduct these from the security deposit. If the damage is discovered after you depart you will be notified in writing as soon as is reasonably practicable. We also reserve the right to charge if we are unable to re-let the accommodation as a consequence of the damage.
6. SECURITY DEPOSIT: A security deposit of £100 is payable by cheque 8 weeks prior to arrival and will be refunded within 14 days of your departure unless there has been a breach of our Damages and Breakages, Smoking, Occupancy or Pet policies (or if a cleaning charge is levied on departure.). Where there has been a breach of these policies then charges will be deducted from the security deposit and any balance will be refunded to you. If the charges payable by you exceed the amount paid under the security deposit, then you will remain liable for the balance.
7. ARRIVAL/DEPARTURE: Your accommodation will be available to you from 4pm on the arrival day. You are required to leave by 10.30am on the day of departure. If you fail to do so, we reserve the right to charge for any loss we incur as a consequence of this. The accommodation must be left in a clean and tidy condition and we reserve the right to charge you if in our opinion the accommodation needs additional cleaning than would otherwise be reasonably expected.
8. MAXIMUM OCCUPANCY: The maximum occupancy of The Apartment is 4 adults plus a child up to the age of two sleeping in a cot. The party can contain up to 3 children only. This must not be exceeded and additional overnight guests must not be accommodated on our property under any circumstances. Breach of this policy will render you liable for further charges, calculated on a pro-rata basis. Alternatively we reserve the right to ask you to leave immediately.
9. SMOKING POLICY: We are a No Smoking establishment. If we find guests have been smoking in the accommodation, then we reserve the right to ask you to leave immediately.
10. PETS: Sorry, we do not accept pets. If pets are brought on site then we reserve the right to ask you to leave immediately. You will not be entitled to a refund for the balance of your stay.
11. ACCESS: We shall be allowed access to the property at any reasonable time during the holiday occupancy with your prior permission, unless there is an emergency, when we reserve the right to immediate access.
12. LIABILITY: We do not accept any liability for damage to your property or injury to you (or other members of your party) whilst on our premises unless caused by the negligence of us or our employees.
13. DATA: Any data collected as a result of your booking will be stored in accordance with the provisions of current data protection legislation.
14. COMPLAINTS: We truly hope that you will never need to complain, but if there are reasonable grounds then you must inform us immediately (during your stay) so that appropriate action can be taken.
15. LAW: Any dispute between us will be governed by the non-exclusive law of the English Courts.