

Kilter House

Booking Conditions

1. The Contract

The Contract is between Mr A Gordon-Brown (the owner) and the Guest. The Contract will be entered into when the owner issues a confirmation form and will be subject to all the Booking Conditions. The Guest should check the confirmation form carefully.

2. Bookings

Bookings can be made by telephone or email, and will be confirmed by the owner in writing (or by email if you prefer).

3. Payments

- a. If a booking is made eight weeks or more before the Holiday is due to start, a deposit of one-third of the rent is payable. Payment of the balance of the rent and any additional charges are due eight weeks before the start of the holiday (due date).
- b. If a booking is made less than eight weeks before the Holiday is due to start, the full rent, plus any additional charges, must be paid at the time of the booking.
- c. Non-payment by the due date will be treated as a cancellation. If payment is not received by the due date, then the Guest will lose their booking and the deposit will be forfeit.
- d. Payments may be made by cheque, electronic bank transfer or cash. Cheques should be made payable to "Mr A Gordon-Brown" and sent to Mr A Gordon-Brown, Higher Jud Falls, Knowles Brow, Stonyhurst, Nr Clitheroe, Lancashire, BB7 9PR.
- e. Please contact the owner for bank details, if you wish to pay by electronic bank transfer. (Tel : 01254 826179)
- f. For bookings made less than 3 weeks before the commencement of the rental, no cheques can be accepted.

4. Cancellation

Any cancellation made by the Guest for whatever reason shall be in writing and addressed to the owner at the address in Condition 3e above. On receipt of notice of cancellation, the owner will seek to re-let the property for the period of booking.

- a. If the owner succeeds in re-letting the property for the whole period it shall refund all the monies paid less a £20 administrative fee.
- b. If the owner only succeeds in re-letting the property for part of the period booked it shall refund an amount equal to the money paid less (1) the rental for the period which is not re-let and (2) a £20 administrative fee.

- c. If the owner is unable to re-let the property at all then all monies paid by the Guest shall be forfeit.
- d. We would strongly advise that guests take out a travel insurance policy, which covers booking cancellations.

5. Changing a Booking

The owner may consider a request from a Guest to change the dates of the booking after confirmation has been issued. Agreement will be given subject to all of the following conditions being met (1) the property owner agrees to change (2) the request is received more than 8 weeks away from the start of the booking (3) the Guest pays an administration fee of £20.

6. Duration & Times of Rental

- a. Rentals are for a maximum of four weeks and commence at 3pm on the first day of the rental and end at 10am on the day of departure unless otherwise notified.
- b. The period booked will be stated on the Booking Confirmation provided to the Guest when they book and cannot be exceeded unless the owner gives written approval. The Guest will be liable for any cost, of whatever nature, incurred because of an unauthorised extension.
- c. Minimum stay in peak season (24 May – end of September), Christmas and New Year is 7 night.
- d. Minimum stay in low season is 3 nights.

7. Eligibility

Bookings will not be accepted from:

- a. Groups of single people under the age of 25
- b. All male or all female parties of more than 3 people.

8. Care of the Property

The Guest shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and condition and in the same clean and tidy condition at the end of the rental period as at the beginning. The Guest is legally bound to reimburse the owner for replacement, repair or extra cleaning costs on demand for any losses or damages to the property by the Guest or member of their party.

9. Right of Access

The Guest will permit the Owners the right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

10. The Guest's Obligations

- a. The Guest will not part with possession of the property or share it, except with members of the party on the Booking Form.
- b. The Guest will not sell or transfer the booking to another party without the owner's consent.
- c. The Guest will not exceed the total number of people stipulated in the property description (9 plus 1 cot).
- d. The Guest will not cause any annoyance or become a nuisance to neighbours.
- e. The Guest and members of the party will not to smoke in the property.

11. Non-availability of Property

If for any reason beyond the Owners' control the property is not available on the date booked (owing, for example to fire or flood damage) or the property becomes unsuitable for holiday letting, all rent and charges paid in advance by the Guest will be refunded.

12. Liability

Except in the event of death or personal injury resulting from negligence by us, or where exclusion or limitation of liability is otherwise prohibited by law, under no circumstances will we be liable for any damage, injury or loss to you or any member of your party or your property.

13. Complaints

Should there be any cause for complaint during the occupation of the property it must be notified promptly to the owner or housekeeper. In the case of serious problems this must be confirmed in writing.

14. Pets

- a. A maximum of two dogs are permitted in the house with prior consent of the owner.
- b. Pets need to be kept under control.
- c. Pets are not permitted upstairs or on the furniture.
- d. The owner cannot accept responsibility for the safety of the pets.
- e. Pets must not be left in the property unsupervised, as this can result in damage to the property and distress to the pet.
- f. An additional weekly charge of £17 per dog is made.
- g. No pets other than dogs are permitted.

15. Smoking

Kilter House has a strict non-smoking policy.

16. Inventory

A copy of the inventory is provided in the property. Any discrepancies are to be reported to the owner or housekeeper within 24 hours of arrival, or the inventory will be deemed to be correct.

17. Linen and Towels

Linen and bath towels are provided and are changed between holidays. A change of linen and towels is provided weekly during Holidays longer than one week.

Beach towels are not provided. Guests are requested not to take the bath towels provided to the beach.

Failure to observe any of these Terms of Business will give the Owners the right to cancel your booking, and if you are already at the property to require you to vacate it immediately without compensation.