

Courburn City & Country Holiday Lettings

Terms & Conditions for Holiday Rentals

1. Confirmation of Booking

For Self Catered bookings, your booking is deemed to be confirmed when we receive a deposit from you of 20% of the agreed rental figure. For Bed & Breakfast bookings, your booking is deemed confirmed when we receive a deposit of the first night rate. By making this payment you will be accepting these Terms and Conditions. A contract of booking is made when we have received your contact details and a deposit and have sent email or other written confirmation.

In the special case of late bookings within 7 days of the commencement date, if we have your written acceptance of terms then a contract of booking will exist between us.

2. Balance

For Self Catered Bookings an invoice for the balance of the remaining 80% will be issued and should be paid 8 weeks (56 days) prior to arrival. Non payment of the balance may, at our discretion, lead to the cancellation of your booking. For Bed & Breakfast bookings the balance will be due on the morning of departure.

3. Payment

We can accept cheques drawn on a UK bank account, or a money transfer from a UK or overseas account into our bank. Account details on request. If you have a PayPal Account we can accept a debit/credit card payment. If you would like to pay by card please follow the link on your email invoice, this will connect you to PayPal who will debit your card on our behalf.

4. Cancellation

i) In the event of cancellation by the hirer:

Over 6 months prior to arrival	Full refund minus £50 administration fee.
8 weeks up to 6 months	25% of full amount – minimum £75.
30 – 55 days	50% of full amount.
29 days or less	Full Rental fee.

Please consider obtaining personal holiday insurance to cover this and other potential losses.

ii) In the event that the owner has to cancel for reasons beyond their control a full refund of all monies will be given. The owner cannot be held responsible for any further or consequential loss; we advise you obtain holiday insurance to cover this.

5. Check In & Departure

Check in is normally between 4-6pm on the day of arrival, and departure is normally by 10am. Please contact us as soon as your travel arrangements are made, and at least 2 days prior to arrival to confirm your expected arrival time. Arrivals and Departures at extremely antisocial times may be accommodated, however a modest fee may be charged.

6. Owner Access

In an emergency the owner or their agent reserves the right to access the property.

7. The Party

The booking is not interchangeable without prior agreement. The hirer shall not sub-let the premises or any part thereof and the number of people occupying the premises shall not exceed the number stated for the property. The hirer shall undertake to prevent any member of their party from causing a nuisance or disturbance to their neighbours. The hirer shall not entertain more than two additional visitors at any time without the prior agreement of the owner.

8. Accidents & Loss or Damage to Personal Property

The hirer agrees that no responsibility is accepted by the owner in the event of any accident or mishap to the hirer or their party or loss or damage to their property.

9. Security Deposit – Self Catered Properties

Our insurers have requested that we hold a security deposit. In making the booking you accept that you have read these conditions and that you will keep the property and all fitments, furniture, utensils and equipment etc in the like state of repair and condition as at the commencement of your rental. A manual giving full instructions for the use of equipment is provided. You agree to leave the property in a clean and tidy condition and to pay the full cost of damage and breakages. In that regard, we will require a security deposit (see below for amount). This can be given in the form of Credit Card Details or a UK cheque. You will receive confirmation that your details/cheque have been destroyed via email within 7 days of the completion, subject to the rental being ended with no damages or excessive cleaning required. The hirer binds and obliges him/herself to pay to the owner for any damage caused during the let period beyond fair wear and tear. The hirer shall, at all times, keep the hired premises in a clean and tidy condition. A charge may apply for an unreasonable amount of cleaning at the termination of the hire.

Courburn Cottage	£100
Muscovy House	£100
135 Rose Street Flat	£200

10. Cleaning & Linen

Linen and towels are provided and are delivered on a weekly basis for lets exceeding 7 nights. Additional changes can be provided by prior arrangement at a nominal cost. No additional service is included.

11. Restrictions.

- i) All properties are non smoking
- ii) All properties do not accept pets. ** With the exception of Muscovy House – 1 well behaved dog by prior agreement. £25 Charge/Week..
- iii) Restrictions stated regarding children and individual properties must be adhered to:
 Courburn House; Children under 12 years are accepted only if all rooms are taken by the family.
 Courburn Cottage; No children under 12 years.
 Penthouse Flat; Please note the apartment may not be suitable for some small children.

12. Extra Charges

Muscovy House – Agency bookings incur a Winter Fuel Supplement of £30/week or £20/ Short Break . October- March.
 Direct bookings all charges included.

13. Internet Access

Our properties have broadband internet access available for use by guests. However the owner cannot guarantee that this service will be available at all times. If you are expecting to use the service for business or other non-recreational purpose during your stay, please make the owners aware of this and we will endeavour to meet your requirements, but cannot accept responsibility for any problems or losses cause by failure of the service. Furthermore, the hirer shall accept responsibility for all internet usage during their stay. If you would prefer the access NOT to be available, please let us know and we will disable it.

14. Accuracy of Information

The hirer has endeavoured to give accurate information here, on the website <http://www.courburn.com> and in the manuals for use in the properties. All information is given in good faith but the owner can not accept responsibility for any loss or damage which may arise from the information given.