

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.

Individual Bed & Breakfast bookings the balance will be due on the morning of departure, multi room or group bookings balance is due 4 weeks prior to arrival.

Non payment of a balance may, at our discretion, lead to the cancellation of your booking.

3. Payment

We can accept cheques drawn on a UK bank account, money transfer from a UK or overseas account directly to our bank account, or debit/credit card payment via PayPal. Any card or bank fees are to be paid by the customer.

4. Cancellation

In the event of cancellation by the hirer:

Self Catered Properties

Over 6 months prior to arrival	Full refund minus £50 administration fee.
8 weeks up to 6 months	25% of full amount – minimum £75.
28 – 55 days	50% of full amount.
27 days or less	Full Rental fee.

Bed and Breakfast

Over 28 days	Refund if accommodation is re-let
27 days or less	Deposit or other charges paid.

Please consider obtaining personal holiday insurance to cover this.

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 two days prior to arrival to confirm your expected arrival time.

Arrivals and departures at extremely antisocial times must be declared at time of booking. These 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.

In self catered properties the hirer shall not entertain more than two additional visitors at any time without the prior agreement of the owner. B&B guests must obtain the owners permission before inviting non residents into the house.

8. Liabilities

Other than for death or personal injury caused by our negligence, our liability to the Client is limited to the price of the booking. Unless we are liable under the above clause, the Client indemnifies us from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking, we do not accept responsibility whatsoever for damage to, or theft from, or theft of, vehicles parked on the premises. We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act, omission, default or neglect of the Clients, their guests or sub-contractors to our property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to guest's credit/debit card, or send an invoice for the amount required to make good or remedy any such damage, to the registered address. We will however make every effort to keep any costs that the guest would incur to a minimum.

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 fittings, 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, a UK cheque or cash. You will receive confirmation that your details/cheque have been destroyed via email within seven days of the completion, subject to the rental being ended with no damages or excessive cleaning required. If the deposit is paid in cash it will be returned within seven days, less any deductions, either directly to the hirers bank account or by cheque. 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

Higher security deposits may be requested for company lets.

10. Cleaning & Linen

Linen and towels are provided on a weekly basis for lets exceeding seven nights. No additional service is included.

Additional linen changes and/or servicing can be provided by prior arrangement for an additional fee.

11. Restrictions.

- i) All properties are non smoking
- ii) All properties do not accept pets.
- 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

Company rentals of self catering properties exceeding seven nights will incur a fee for a weekly light service.

13. Internet Access

Our properties have broadband internet access available for use by guests. However the owner cannot guarantee that this service will function with your equipment or 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 caused by failure of the service.

Furthermore, the hirer shall accept responsibility for all internet usage during their stay.

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.