Terms and Conditions for the rental of 2 Kippford Slipway

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact me so that I can explain in further detail, to avoid any misunderstandings

* A contract between you (the lead visitor signing the booking form) and myself (Amanda Bodenham – owner) will commence when I receive the deposit payment and booking form and issue a confirmation of such. The contract and terms and conditions bind you and all members of your party.
* The house accommodates a maximum of 6 visitors at any one time, plus an infant less than 2 years old
* The owner reserves the right to refuse a booking without reason.
* A booking cannot be accepted from a person under twenty-one years of age.
* A non-refundable deposit is payable at the time of booking. The balance is then due no less than 6 weeks before the commencement of the booking.
* The number of persons using the accommodation at any time must not exceed the number of people listed on the booking form. No party or other celebration involving others may be held at the property without written permission from myself.
* I require the names of all guests, with ages if under 16
* The visitor may not re-let or sublet the property, even if free of charge.

The Property

* The internet connection is available subject to technical availability.
* The use of the house’s equipment and amenities is entirely at visitors’ risk. No responsibility can be accepted for any injuries or loss or damage to any belongings of persons who use them.
* I follow a regular and comprehensive maintenance programme at the property but shall not be liable for any unexpected or temporary defect of any equipment or appliance at the property. Please report any damage or defects immediately, so that I may take appropriate action.
* Unfortunately, I have no control of noise or disturbance from beyond the boundaries of the property and shall not be held responsible for such.
* I, or my representative, reserve the right to enter the house and garden at any time to undertake essential maintenance, or for inspection purposes.
* I reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking form (or their guests) may impair the enjoyment, comfort or health of others.
* Any problem or complaint which the visitor may have concerning their holiday must be immediately reported directly to myself and I will endeavour to put matters right. Any complaints not reported at the time and only reported after the client has returned from holiday will not be considered.
* I politely request that you and your party do not smoke, vape, use candles or disposable barbecues anywhere in the house, balconies or garden, to minimise risk of fire.
* Electric bikes or vehicles may not be charged at the property. An additional charge of £250 will be made if a guest is found to have charged their bike or vehicle and the holiday will be immediately terminated.
* The property is privately owned, and I hope that all visitors will enjoy the facilities and treat the property with the same respect that they would with their own home.
* If damage occurs and the owner must cancel and/or refund subsequent bookings a claim may be brought against you for any loss arising as a result.
* Please do not move any furniture from one room to another, nor take it outside.

Dogs

Unlike us, not all our visitors like dogs so may we politely request the following:

* Please provide your own bedding and dishes for your dog.
* Please don’t allow your dog on any furniture (including beds and sofas).
* Please don’t leave dogs alone in the property and remember to remove all dog waste from the garden
* No other pets may be brought to the property.

Departure

* I ask that you leave the house in a clean condition, with all rubbish placed in the appropriate outside bins, respecting local recycling arrangements. The oven must be cleaned and dishwasher emptied.
* Tenancies commence at 4pm and guests are required to vacate the property by 10am on the day of departure. This allows time for the accommodation to be thoroughly inspected and prepared for incoming guests.
* If there have been any breakages during your stay, I would be grateful if you could replace them and advise myself before you leave. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage found.
* I, the owner reserve the right to make a charge to cover additional cleaning if the property has not been left clean.
* Visitors often leave personal items so don’t forget to take all your personal belongings home with you. I do not return personal property, unless specifically requested to do so. Postage rates are to be paid by the visitor.

Cancellation policy

* If you need to cancel your holiday more than 6 weeks (i.e. 43 days or longer) before it is due to start I will endeavour to re-let that week. If successful then all monies paid to me by yourselves, in respect of this booking, will be refunded. If I am unable to re-let that week then the deposit paid by yourself will be retained by myself.
* If you cancel your holiday 6 weeks (42 days) or less before commencement I will endeavour to re-let that week, but if unable to do so the following charges will apply:
* 28–42 days before the holiday commences 50% of total cost of holiday
* 0 – 27 days before the holiday commences: 100% of total cost holiday.
* I strongly advise that you take out appropriate travel insurance to cover any possible cancellation. 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 myself, the owner, except in exceptional circumstances beyond my control. Notification will be given of the cancellation as soon as possible and I will promptly refund all payments made to me for this holiday. My liability for cancellation will be limited to payments made directly to me for the proposed visit.
* If the property must close due to government restrictions, or your own address is put into regional/local lockdown for your holiday dates and you are unable to travel, you will be refunded the money you have paid myself for this holiday.