

Redhurst B&B & Self-Catering Terms and Conditions for Self-Catering

1. **Payments.** Accepted payment methods are:

- Cheques, made payable to Mrs V Klockner.
- Internet banking - details will be supplied by email on request.
- Debit/Credit Cards - please note that a 2% surcharge will be added to all Credit Card transactions.

2. **Bookings.**

- We will not accept bookings from people less than 18 years of age.
- The maximum occupancy is 4 people plus a baby.
- The total cost of the holiday is taken for all online bookings.
- Provisional bookings which have been accepted by telephone/email must be confirmed within 7 days accompanied with either the full payment or 25% deposit.
- The balancing payment must be received 6 weeks prior to the arrival date. Please note bookings made within 6 weeks of the arrival date must be paid for in full.

3. **Cancellations.**

- Cancellations by telephone must be confirmed in writing/email. Cancellations before 6 weeks of the arrival date, which have been paid for in full, will be reimbursed 75% of the total amount. For cancellations within 6 weeks if we can successfully re-let The Shed we may refund any monies paid minus the 25% deposit which is non-refundable.
- We will try to accommodate any alterations to the booking dates or party numbers up to the maximum of 4 people and a baby.

4. **Damage/Loss.**

- We reserve the right to make a charge for any damage to the property and contents.

5. **Smoking.**

- The Shed is a non-smoking zone but guests are welcome to smoke outside well away from the building. If it is subsequently found that smoking has occurred in The Shed you will be responsible for any costs incurred to deodorize, fumigate and clean the premises. In addition you will also be held liable for any subsequent cancellation of bookings by future guests who find the accommodation unsuitable due to this unacceptable activity.

6. **Occupancy.**

- This is from 4pm on the day of arrival to 10am on the day of departure unless special arrangements have been made. We would ask you to respect this as there is a limited time to prepare for the next guest.

7. **Services.**

- Cooking, heating and lighting are supplied by electricity and is included in the price. There is a minimum charge of £5 for use of washing machine or tumble dryer (please bring the washing powder of your choice).

8. Dogs/Pets.

- Dogs/pets are **not** allowed in the property with the exception of guide/sensory dogs. However we do believe that this property is unsuitable for people with these dispositions. If pets are taken into the property the letting will be terminated immediately with no recourse to a refund.
- Where guide or sensory dogs have been permitted they are not allowed on any furniture.
- Bedding and feeding receptacles must be supplied by their owner and must be kept tidy and not allowed to cause odours in the accommodation.
- A damage deposit of £300, which is to accompany the Booking Form, is required in case of damage to the property, scratches, stains, smells or the need for intensive cleaning. Any charges will be deducted from or added to this deposit. Any refunds will be sent to you within 10 days following departure.

9. Liability.

- We accept no responsibility for any material loss, damage, additional expense or inconvenience to guest's or their property including vehicles and their contents caused by circumstances beyond our control.

10. Complaints.

- Please inform us if you have any reason to complain as soon as possible and certainly before departure.

11. Legal Provisions.

- Nothing within these Terms and Conditions will affect your statutory rights under English Law but if any proceedings are brought they shall be conducted in the Law Courts of Lincolnshire.