

Booking Conditions

CONTRACT

The contract for a short-term holiday rental shall be made between the client and the proprietor subject to the following booking conditions.

PAYMENT

A deposit of one 50% of the rental is payable on booking. Provisional bookings are held for 4 working days only. The balance of the rental is payable 2 weeks before arrival. At that time we will also require a £200 returnable cautionary deposit in the form of a cheque which will be returned to you within 7 days of your departure. Cheques should be made payable to Nearwater.

CANCELLATION

Any cancellation made by the client for what ever reason shall be in writing and addressed to Tim Whitaker at Nearwater or email tim@nearwaterstmawes.co.uk

On receipt of notice of cancellation, we will seek to re-let the property for the whole period of the booking. If we succeed in re-letting the property for the whole period it shall refund all the monies paid less an administrative charge of £25.00 per booking. If we only succeeds in re-letting the property for part of the period booked it shall refund an amount equal to the monies paid less (1) the rental for the period that is not re-let and (2) an administrative charge of £25.00 per booking. If we are unable to re-let the property before the final payment is due, the client still remains liable for the final payment on the due date as indicated in the Payment section. If we are successful in re-letting the property for the whole or part of the period of the booking after the client has made the final payment, the client will be reimbursed in accordance with the refund conditions above.

We advise that you take out separate holiday cancellation insurance.

PERIOD OF HIRE

Rentals commence at 4.00 pm on the day of arrival and terminate at 10.00 am on the day of departure. Trefusis is usually let Friday to Friday. Little Court Sunday to Sunday. For bookings of less than one week maybe possible October to May please ring for options 01326 279278.

NUMBER OF GUESTS

The number of persons occupying the property must not exceed two.

COMPLAINTS

Any complaint must be made known to the proprietors immediately. No complaints will be entertained at the end of the hiring period or after the hirer has departed.

BREAKAGES OR DAMAGE

Any damage or breakages, which may occur, must be paid for and will be deducted from the cautionary deposit as necessary and with prior consultation with the client.

CARE OF PROPERTY

The client 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 hire period as at the beginning. Smoking is not permitted at Trefusis.

DUTY OF CARE

The property is maintained to a high standard. In the event of a breakdown a repair/replacement shall be found/fitted within 24 hours where possible and within 3 working days at the maximum.

We cannot be held liable for any loss arising from loss of use of the service/item within the specified time limit.

PERSONAL INJURY & LOSS OF CLIENT PROPERTY

The client or members of his/her party cannot hold us responsible for injury sustained or the loss or damage to any belongings during their stay at Nearwater.

RIGHT OF ENTRY

We reserve the right to enter the property at any reasonable time for purposes of inspection or to carry out necessary repairs on maintenance.