

Accommodation Booking Terms and Conditions – Extended Stays

These terms apply to bookings for period of less than 4 months. For longer stays the Long-let terms apply.

1. Making your booking

When you book the Property with us you should complete and send the Booking Form to us and make the payment.

Once the completed Booking Form, SEF form and the Initial Deposit have been received and accepted by us, we will issue to you a confirmation of the booking. The contract between us will only be formed when we send you our confirmation and is subject to these terms and conditions. We reserve the right to refuse any booking prior to the issue of our confirmation. If we do this, we will promptly refund any money you have paid to us.

2. Paying for your booking

A non-refundable 25% deposit is required at the time of booking. You are required to send to us your payment for the balance of the Rental and the refundable Security Deposit at least 6 weeks prior to the Arrival Date. If you are making the booking less than 6 weeks to the arrival date, you are required to pay the full rental price and refundable security payment at the time of the booking. If you fail to make a payment due to us in full and on time, we may treat your booking as cancelled by you.

We will hold the Security Deposit to be applied against repair and/or replacement of the property furnishings, fixtures and fittings in case of damage. We will return the Security Deposit to you within 1 month of the return of the keys to us, less any deductions in accordance with the conditions stated in these Terms.

Utilities (including electricity, water, gas, and internet/cable TV service) will be charged to you on a monthly basis calculated using the fixed standing charges and meter readings taken by the property manager.

The exit clean/laundry will be arranged after the property has been vacated. The cost will be calculated (by hour of work and kg of laundry washed and ironed) and deducted from your security deposit, along with the final cost of utilities and any damages incurred. The cleaners will work to return the property to the level of cleanliness found on check in. Any substantial, pre-existing damages or marks/imperfections will be noted/photographed on check in.

3. If you cancel or amend your booking

If you need to cancel or amend your booking you must telephone us on the number shown on our confirmation as soon as possible.

In the event of a cancellation, we apply the following charges:

- - With more than 6 weeks before the start of the stay, any deposit made is forfeited
- - Between 6 weeks and 4 weeks, 50% of the accommodation cost
- - Between 4 weeks and 15 days, 75% of the accommodation cost
- - Between 14 days and 1 day, 100% of the accommodation cost

4. If we cancel or amend your booking

We would not expect to have to make any changes to your booking, but sometimes problems occur, and we do have to make alterations or, very occasionally cancel bookings. If this does happen, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your booking and, if it is necessary to cancel your booking, we will refund the balance of any money you have paid us.

5. Your Accommodation/arrival

You can arrive at your accommodation after 16:00 hours on the Arrival Date and you must leave by 10:00am on the Departure Date. On your arrival to the destination airport, you are required to contact our representative to re-confirm estimated arrival time to the property. If your arrival to the airport will be delayed, you must contact the representative whose details are given on our booking confirmation so that alternative arrangements can be made. If you fail to do so you may not be able to gain access to the Property. If you fail to arrive by midday on the day after the Arrival Date and you do not advise the contact of your anticipated late arrival, we may treat the booking as having been cancelled by you. Please note that for arrivals after 18:00 hours the key safe will be prepared and instructions sent in advance, the house manager will then meet you the next day.

For your arrival one set of linen/towels will be provided. In case you will not need any linen or towels, please inform us in advance.

The house manager will take photos to register the state of property at date of your entry. The house manager will also be responsible to take meter readings regularly, these are used for calculation of utilities along with the standing charges.

6. Your Obligations

You agree to comply with the Regulations set out in these terms and conditions and any other regulations reasonably made from time to time and ensure that they are observed by all members of your party. You should respect the house rules of the accommodation and the complex of which it is part.

You agree to keep and leave the Property and the furnishings, kitchen equipment, crockery, glasses, bedding, towels in good condition.

You agree not to cause any damage to the walls, doors, windows and other parts or equipment of the Property, nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of adjoining or neighbouring properties. Any breakages or damages should be reported as soon as they occur, so they can be rectified prior to the arrival of the next clients. Cigarette burns on furniture will be charged at full replacement cost.

You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property, except where the damage or loss is caused by our negligence.

You agree to ensure that each member of your party is covered by comprehensive travel insurance (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage).

You cannot allow more people to stay in the Property than expressly authorised, nor can you significantly change the makeup of the party during your stay in the Property, nor can you take your pet into the Property unless it has been arranged in advance and it is shown on your confirmation. If you do so, we can refuse to hand over the Property to you or can require you to vacate it. We will treat any of these circumstances as a cancellation of the booking by you.

You agree to allow us or any representative of ours access at any reasonable time during your stay for the purpose of essential repairs, inspections, viewings, or cleaning. You can check with us what type of cleaning, if any, is included in your reservation. At the end of your stay there will be an 'exit clean' completed by ourselves to ensure that it is in the correct condition for the next client. The cost of the exit clean will be charged to you with the final utility bills.

7. Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If, however, you have any cause for complaint it is important that remedial action is taken as soon as possible.

It is essential that you contact us if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless we are promptly notified. Discussion of any criticisms with us whilst you are in residence will usually enable shortcomings to be rectified straightaway. In particular, complaints of a transient nature (for example, regarding preparation or heating of the Property) cannot possibly be investigated unless registered whilst you are in residence.