

## House Rules and Terms of Let

1. No smoking in the house. Please ensure that cigarette ends are not left in the garden but are instead fully extinguished and disposed of in the rubbish bins provided.
2. The owners do not accept liability for loss or damage to guests personal belongings, and any belongings left behind at the end of the let will only be returned if the cost of postage is met.
3. The number of persons occupying the house must not exceed 6 (plus one infant under 3 years).
4. Well-behaved dogs (2 maximum) are allowed at £10 per dog. All pets must be kept off furniture and beds at all times and we strongly recommend that dogs are kept downstairs only. This is particularly the case when paws are muddy or dogs have claws that will damage the loop-weave carpets. This is a popular house for families so we request for the health of children and enjoyment of the garden for future guests that ALL dog mess be removed from the garden. If dog mess is not removed, we reserve the right to keep all of the security deposit provided as a penalty and cover the labour needed for this necessary task. This also will apply if carpets have been damaged during your stay. There is an additional rental charge for each pet. This fee of £10/dog per stay will be collected either on booking or on arrival.
5. Entry to the house will be granted at 16:00 (4:00pm) on the first day of the let. The house must be vacated by 10am on the last day of the let to allow sufficient time to service the house before the arrival of the next guests. The right is reserved to charge for an extra day if guests have not left by the time required, or if they arrive before 16:00 on the first day of the let. Different check-in or check-out times may be possible with previous agreement with the host.
6. The house will be in a clean and tidy condition on arrival and guests are requested to leave it in a similar condition with dishes washed up, all personal items & baggage removed, all bins emptied, and the fridge, freezer and cupboards emptied of any perishable food. The right is reserved to make a charge for additional cleaning if the property has not been left reasonably clean.
7. The right is reserved to make an additional charge when excessive gas or electricity is used. Guests are expected to use gas and electricity as they would in their own home, i.e. by switching off appliances that are not required; by turning off the heating in warm weather; by keeping the windows closed in cold weather, etc.
8. Guests must ensure the house is properly locked when not occupied including closing windows.

9. In respect of breakages, loss or damage, guests should report any deficiency which they notice on arrival, and any which occurs during their visit. Where appropriate, guests will be liable to pay the replacement cost of the item broken, lost or damaged.
10. Any defects should be reported immediately to the owner. If you fail to bring to our attention any damage or losses within 24 hours of your arrival it will be assumed that you were responsible for such damage. The owners reserve the right to enter the property at any reasonable time for the purposes of inspection, repair work, etc.
11. The 50% advance payment made at the time of booking is not refundable. Payment in full for the let is due 5 weeks prior to the commencement of the let and failure to pay by this date will be deemed a cancellation. After full payment is made, refunds will not be given. For short-notice bookings made less than 5 weeks prior to the let, payment in full is required to secure the booking and no refunds will be given thereafter.
12. Key collection details will be provided only after receipt of the full payment for the let. Any lost keys will be charged at £10/key or £25 for a full set of 4 keys.
13. The owners reserve the right to refuse to accept a booking and in this event any fees received will be immediately refunded and no further correspondence entered into.
14. In the event of any complaint guests must immediately in the first instant contact the owners to give maximum opportunity to deal with and correct the complaint. In no circumstances will any compensation be made or correspondence entered into in connection with complaints raised after the house has been vacated.
15. A security deposit of £75 is required at the time of settlement of the balance of the rental. The owners reserve the right to make a deduction from this deposit to cover breakages, damage or loss to property, or extra cleaning should the property not be left in a clean and tidy condition. The deposit will be returned once the house has been checked after departure. There may be delay in returning the balance when repairs have to be carried out and no refunds will be made until all repair works are complete. Where the cost of rectifying any losses or damage exceeds £75 the guests remain liable for this cost.