

THE WEE BUNK HOUSE Booking Terms & Conditions

Bookings are subject to the following terms and conditions:

A contract between you and the owner will come into existence when the deposit or full payment is received, and a booking confirmation is issued showing the confirmed holiday dates.

Payment

- The deposit/full payment must be paid within 3 days of the booking being placed.
- The contract binds you (the lead booker) & all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- We require the names, ages, and contact details of all guests.
- A 30% deposit of the holiday cost is payable at the time of booking.
- Bookings made less than sixty days before your arrival date must be paid in full.
- The balance must be paid no later than sixty days before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation.

Cancellation

- All cancellations must be notified in writing and once received we will confirm the cancellation.
- The customer remains liable for a percentage of the booking cost when a cancellation is received, as detailed below:

Number of days before the holiday when cancelled	The % of booking cost payable
More than 60 days	5%
45-59 days	40%
30 to 44 days	50%
15 to 29 days	75%
3 to 14 days	90%
0 to 2 days	100%

- If we are successful in getting a replacement booking, we will refund the total amount paid less a 5% booking fee and any difference in price between your original and the replacement booking.
- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
- "Force Majeure" (circumstances beyond the control of the owner): If for any reason we have to cancel your booking in advance due to circumstances beyond our control for example fire, flood, exceptional weather conditions, epidemics, destruction/damage to the property, you will be refunded the full amount of the booking. If we have to terminate your holiday early for the above reasons you will be refunded part of the lodging costs based on the time remaining of the booking. This will be the full extent of the liability of the owners. No additional compensation, expenses or costs will be payable.
- If our property must close due to government restrictions or your address is put into local/regional lockdown for your holiday dates and you are unable to travel, you will be refunded in full.

Use of Property

- The maximum number of persons occupying the property must not exceed 6 persons (maximum of 4 Adults and 2 children) and only those listed on the booking form can occupy the property.
- No extra overnight visitors are allowed to stay at the property.
- Bookings cannot be accepted from persons under eighteen years of age.
- The owner reserves the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs or for inspection purposes.
- Tenancies commence at 16.00 hours on the arrival date and guests are required to leave the rental by 10.00 hours on the day of departure. Failure to do so may result in you being charged a further day's rental.
- You must not use the property except for the purpose of a holiday.
- Smoking is not allowed in the property
- Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to, and any damage or extra cleaning caused will be at your expense.
- **Pets** -We allow 1 dog, no other kinds of pets. We may accept 2 small dogs if you discuss with us prior to booking.
 - Dogs must be booked in and the cost is £30 for 1 dog.
 - Please do not let dogs on the furniture, especially sofas and beds.
 - Guests are responsible for cleaning up after their pets.
 - Please clean muddy dogs and use the dog towels provided.
 - Dogs must not be left alone in the property.
 - If the property requires additional cleaning due to excessive dog hair or if dogs have been in the bedrooms, or on a sofa, we will charge a £50 fee to cover the extra cleaning costs.
 - You are responsible for your dog and you will be charged for any damage caused by your dog.
- Damages and breakages – In making a booking you accept responsibility for any theft, breakage or damage caused by you, your pets or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday & you may be charged for any loss, damage or extra cleaning costs. These are to be paid for in full within 7 days of notification.
- If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result.
- Please do not move any furniture from one room to another or any of the indoor furniture, furnishings or bedlinen outside.
- Please make sure you switch off lights, or any electrical appliances when you go out.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The client may in no circumstance re-let or sublet the property

- The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.
- All inventory must remain in the property and not be taken to another property.
- You are responsible for the supervision of all members of your party under the age of 18 at all times.
- Please Park vehicles lawfully in the streets surrounding the property.
- Please respect the community and try to keep noise levels to a minimum, especially between 10 pm and 8 am.
- We reserve the right to terminate your rental agreement with immediate effect where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others. You'll be asked to leave the property, without any refund of the rental amount paid.
- Chinese lanterns, firepits, candles are prohibited.
- Check-out is at 10.00 hours.
- Wi-Fi – the guest agrees to reasonable and lawful usage.
- Domestic electric vehicle chargers are not suitable for use at the property and are strictly forbidden. You are liable for any damage or loss suffered by us due to your unauthorised use of domestic chargers.
- Shortcomings: Every effort is made to ensure that you have an enjoyable stay. However, if you have any problem or cause for complaint, it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you to return. We will do our best to resolve any problem. We cannot accept liability in relation to any shortcomings or claim of whatever nature if you fail to notify us of any complaint or claim during your holiday and write to us within 28 days of the end of your holiday. Most problems are easily and quickly resolved. If we are not given the opportunity to resolve the issue at the time of your visit, we will not consider a request for refund / remediation following departure.
- Non-compliance with the house rules will be considered as a breach of the terms and conditions of the rental agreement. We reserve the right to terminate the booking with immediate effect and without a refund if they do not abide by the rules.
- This property is privately owned. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home.

Short-Term Let Licensing mandatory condition information:

- Licence Number: SB-00374-F
- EPC rating: C
- Maximum Occupancy: 4 Adults & 2 Children