



Booking terms and conditions

Bookings are subject to the following terms and conditions as agreed to at the time of reservation. Please read these carefully.

Bookings

1. A contract between you and the owners of Number 24 will come into existence when we receive payment and accept your booking. The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.
2. A non-refundable deposit of 25% of the holiday price is payable at the time of booking if the booking is six weeks or more in advance.
3. The balance must be paid no later than six weeks before the start of your holiday. If the balance is not received by the due date, then your booking will be treated as a cancellation and you will remain liable to pay the balance.

Cancellations

4. All cancellations must be immediately notified by telephone and then in writing. If you cancel your holiday more than six weeks before it is due to start then your deposit will be forfeit. If you cancel less than six weeks prior to the holiday then the full balance remains due and is not refundable.
5. We strongly advise that you take out comprehensive travel insurance. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
6. Your booking will not be cancelled by us except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.

Force Majeure

7. We are not liable for any loss due to circumstances beyond our reasonable control including, but not limited to fire, flood, war, acts of terrorism, riots, central or local government enforcement. If by reason of Force Majeure the property is not available, we shall not be deemed to be in breach of contract. If your stay hasn't started we will

provide a full refund, if we have to terminate your stay early due to Force Majeure you will be refunded part of the booking fee based on the time remaining of the booking. No additional compensation, expenses or costs will be payable.

Guests

8. The number of people using the accommodation at any time must not exceed four and only the amount booked can stay at Number 24. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
9. Bookings cannot be accepted from anyone under eighteen years of age.
10. We reserve the right to refuse a booking without giving any reason.
11. No parties are allowed. Holding a party at Number 24 will result in immediate termination of occupancy and forfeiture of all payments.
12. You may in no circumstance re-let or sublet the property, even free of charge.

Check in/out

13. Stays normally commence at 3pm unless otherwise agreed and guests are required to vacate by 11am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
14. The agreement to stay in the property, does not create the relationship of Landlord and Tenant. You shall not be entitled to a new tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or at the end of the booked period.

Care of the property

15. Please treat the facilities and accommodation with due care so that other guests may continue to enjoy them.
16. Please ensure that all cutlery and crockery is left clean and put away (cleaning products and a dishwasher are supplied). Please do not leave washing up.
17. Please ensure that you remove all rubbish – bins are located in the carparking space. Please do not put any glass in the blue bin.
18. Smoking anywhere on 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 by smoking will be at the expense of you.
19. We reserve the right to make a charge to cover additional cleaning costs if you leave the property in an unacceptable condition.
20. We reserve the right to enter Number 24 at any time to undertake essential maintenance or for inspection purposes.
21. All furnishings/equipment must remain in the property and not be taken off site.

Damages

22. In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result.
23. If you notice damage, please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you could advise us before you leave. The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage found.
24. We reserve the right to charge further sums if we are unable to re-let the property as a consequence of damage caused by you or your party.
25. Please lock the doors and close the windows when you leave the property unoccupied.
26. Please note that in the event that any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.

Wifi

27. Internet connection is available (at no extra cost) subject to technical availability.
28. We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.

Liability

29. We shall not be liable to you or your party for loss or damage to property, cars or contents whether inside or outside. You must take all necessary steps to safeguard yourselves and your property.
30. We are not liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds.

COVID-19

31. We are introducing extra-special cleaning methods to help reduce the risk of the spread of any virus, for example by disinfecting hard surfaces and by cleaning staff wearing PPE. We have also removed some items, such as books, magazines and games that could potentially carry bacteria. We also ask that you help us to protect employees, future guests, local residents and visitors by:
 32. If you believe you may have COVID-19, please cancel your booking.
 33. Washing your hands regularly, particularly when entering the property.

34. Stripping the beds and placing used sheets and towels in bags provided.
35. If you become unwell during your stay, you have no right to extend your stay, unless agreed with the owner. You will be liable for any additional costs should you extend your stay.
36. If shortly after your stay you believe you have COVID-19, please make us aware so we can take the appropriate action and deep clean the property.

Dogs

37. One, well behaved, small dog is accepted at Number 24, subject to prior approval. We ask that you cover the sofa in the blanket provided if your dog would like to cuddle you on the sofa and that your dog does not go upstairs. This must be strictly adhered to and any damage or extra cleaning caused by the dog will be at the expense of you.

Complaints

38. Any problem or complaint which you may have concerning your holiday must be immediately reported directly to us and we will endeavour to put matters right. Any complaints not reported to us at the time and only reported after you have returned from holiday will not be considered by us.

General

39. We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
40. 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 house.