

CASTLE REACH TERMS AND CONDITIONS

You may arrive at the property any time after 4pm. It must be vacated by 10am on the day of departure to allow time for it to be prepared for the next guests.

A non refundable deposit of 25% of the full amount is required at time of booking.

Your booking will be held provisionally until we receive your deposit, for a maximum of 5 days. If I have not received your deposit after 5 days the reservation will be considered invalid and the property made available again for booking by others.

The deposit must be sent with the booking form. Submission of the booking form with your deposit will constitute a contract when I accept the booking by email.

The balance is due 8 weeks before the start of your holiday. If the booking is made less than 8 weeks before your holiday full payment is required on confirmation. In addition, I require a £100 refundable 'keys and cleaning' deposit. This is repaid once the keys have been returned and I have checked that the property was left in a reasonable condition.

Payment can be made by credit or debit card, cheque, bank transfer or Paypal. If paying by Paypal you will need to cover their commission fees.

I will send out full directions of how to get to Castle Reach with the keys 2 weeks before you are due to arrive.

Bookings from persons under the age of 18 cannot be accepted.

The maximum number of guests must not exceed the number of guests stated at the time of booking.

If Castle Reach is required by the Government to close due to the coronavirus pandemic, I will need to cancel your holiday. You can either choose to move your holiday to another date or receive a full refund.

If you live in an area that is in a local or national lockdown and you are therefore unable to travel to Castle Reach, I will need to cancel your holiday. You can either choose to move your holiday to another date or receive a full refund.

If you have to cancel your holiday for any other reason, including if you fall ill with coronavirus or are required to self-isolate, I will be unable to refund any payments so I strongly advise that you take out holiday insurance. If I can re-let your holiday dates, I can re-fund you, minus a £30 administration fee.

If you fall ill with coronavirus during your holiday you will need to travel home to self-isolate as soon as possible. It is essential that you let me know if you, or anyone else in your party, becomes ill so we can clean the property appropriately.

If Castle Reach cannot be made available for the period booked due to events beyond the owners' control and the owners are forced to cancel the booking, the whole of the

hire charge will be refunded and the guest will have no further claim against the owners. In such an event, we cannot guarantee to find alternative accommodation for you.

Smoking is not allowed in the house.

Candles are not allowed in the house.

The guest is responsible for the property during the hire period and must take good care of it and its contents. The property will be professionally cleaned after your stay but you must leave it in the same clean and tidy condition and state of repair at the end of the letting period as at the beginning.

The use of Castle Reach and its equipment is entirely at the guest's risk and no responsibility can be accepted by the owners for injury to the guests, nor for injury loss or damage to their belongings, including motor vehicles.

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

The Contract of Hire is between the guests and the owner of Castle Reach.

I reserve the right not to hand over the accommodation to any person who, in my opinion, is not suitable to take charge. All hire charges paid shall be refunded in full and the contract discharged.

While every care is taken to ensure that the details are correct, I cannot accept responsibility for errors contained there-in, or the results there-of.