

# BOOKING CONDITIONS

## BOOKINGS, PAYMENTS, AND CANCELLATIONS

Having taken your booking, we will email/write enclosing our booking form. We accept payment by internet banking or cheque, and your holiday is confirmed when we receive the returned form with your one-third (33.33%) deposit (due within 7 calendar days of making the reservation). The balance is due 9 weeks before your holiday commences. With lets due to commence within the 9-week period, the whole rental is due at time of booking. All bookings/payments are promptly acknowledged via email to confirm the booking.

Cancellations should be notified in writing please to the owners via email or post. Up to 6 months in advance, we will refund payment in full, or, if preferred, you can transfer your booking to another week. Under 6 months, on receipt of your notice of cancellation, Greystead Holiday Cottages will seek to re-let the property for the period of the booking. If a re-letting is achieved, we will refund money already paid by the client, less rent for any part of the period which was not able to be re-let, and less an administrative charge of £30. If the Property cannot be re-let, then we regret that no refund will be given. In the event of payment not being made, the owners reserve the right to cancel the booking, when the deposit is forfeited. **The client is strongly advised to take out holiday cancellation insurance.**

## GENERAL

### Prices

Our prices are all-inclusive apart from any extra logs for the log-burner (if required), where a small charge (£5-10 per basket) applies.

**Cleaning, damages, non-smoking policy and dogs.** Our cleaners carry out a full clean between bookings, including (if wished) on the middle Friday of two-week bookings. There is no 'good housekeeping' deposit, but we ask holidaymakers to please leave the property in a tidy condition on departure, to report any breakages/damages, and to fund the cost of any replacements. Our properties are non-smoking and up to 2 well-behaved dogs are most welcome, but dogs (except assistance dogs) are not allowed in bedrooms/on furniture please.

**We respectfully point out that in the event of any dangerous, offensive or rude behaviour we reserve the right to ask holidaymakers to leave immediately**

**OUR PROMISE TO YOU: In the event of a complaint, we guarantee to investigate this fully & promptly, and get back to you within two weeks to discuss.**