



The Old Pump House Terms and Conditions

BOOKINGS

The property is usually let from Friday to Friday (7 nights), Monday to Monday (7 nights), Friday to Monday (3 nights) or Monday to Friday (4 nights). The property will be available from 3pm on the first day of the booking and must be vacated by 10am on the last day of the booking, unless otherwise agreed when making the booking.

Bookings may be made via the booking form on our website. Bookings may also be made by phone, but it would be appreciated if you would not ring after 9pm. Reservations will be held for 4 working days pending receipt of the £100 booking deposit.

PRICING and PAYMENT

All prices are shown in pounds sterling.

Payment of a booking deposit of £100 per week, or part thereof, is required at the time of booking. The remaining balance, including the Security Deposit (see below) is payable no later than 8 weeks before arrival, or on booking if the arrival date is less than 8 weeks from the date of the booking.

Payment may be made by cheque or bank transfer, and for online bookings only, by credit/debit card or by PayPal. Payments by cheque will only be accepted if received no later than 10 working days before the arrival date. Payments made by credit card, debit card or PayPal will incur a 3% surcharge.

Instructions on making payments are provided once the booking is accepted.

SECURITY DEPOSIT

A returnable security deposit of £100 is required with the remaining balance. This will be returned by bank transfer, less any deduction for damage, by bank transfer within 7 days of the end of the booking.

CANCELLATION

In the event of cancellation or non payment of the balance or security deposit by the due date, the property may be offered for re-let and the initial Booking Deposit will be forfeited if it is re-let. If we are able to re-let the property, we will be pleased to return any balance already paid by you, only retaining the Booking Deposit. If it does not prove possible to re-let, we regret the monies already paid by you cannot be refunded.

In the unlikely event that we have to cancel your booking all monies will be refunded.

USE OF PROPERTY

The number of persons (maximum 4) occupying the property must not exceed the maximum number stipulated, and the property and garden are for their use exclusively. The property will be used for personal and domestic purposes only. We reserve the right to refuse entry to the entire party if these conditions are not observed.

LINEN

Bed linen and tea towels are provided in the rental cost. Towels are not provided (If you cannot bring your own towels, please contact us).

DOGS

Dogs (maximum 2) are welcome at The Old Pump House, at an extra charge of £25 per dog per booking.

Dog owners are asked to observe the following additional conditions:

1. Dogs must be under strict control at all times while on the property, or in the garden.
2. Any fouling of garden, patio areas etc. by dogs must be removed immediately.
3. The owner must bring the dog's bed or basket for it to sleep in.
4. Dogs may not be left alone in the property or garden.
5. Dogs must not be permitted to lie on beds or chairs, and all dog hair must be well cleared up before departure.

CLEANING

The property is thoroughly cleaned between lets. However, please make sure that you leave the accommodation in a clean and tidy condition at the end of your stay. Cleaning materials are provided.

SMOKING

In line with UK legislation, smoking is not permitted in the property.

HEATING/ELECTRICITY

Heating and electricity is included.

EXCLUDED ITEMS

The following items are NOT included in the booking:

1. Bath and hand towels (unless hiring)
2. Dog bedding, food bowls etc.
3. Holiday Insurance
4. Cots or High-Chairs
5. BBQ briquettes