



Ellister Lodge terms and conditions of booking

Bookings are subject to the following terms and conditions and agreed to at the time of booking:

- A contract between us will come into existence when we accept your booking request and receive your deposit payment for the dates you book. It is your responsibility to ensure that all members of your party accept these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- A non-refundable deposit of 25% of the holiday price is payable at the time of booking.
- Bookings made less than four weeks before your arrival date must be paid in full.
- Where a balance is due, it must be paid so as to arrive no later than four weeks 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.
- We understand that unexpected cancellations may sometimes be unavoidable. All cancellations must be immediately notified. If you cancel your holiday more than 4 weeks before it is due to start, then your deposit will be forfeit. If you cancel less than 4 weeks prior to the holiday and we cannot reasonably re-let the property for the duration of your booking, then the full balance remains due and is not refundable, less the costs of cleaning which will be refunded at the prevailing rate, as we will not have incurred them.
- We strongly advise that you take out comprehensive travel insurance to cover possible cancellation costs and your stay at our house. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
- Your booking will not be cancelled by the owner except in exceptional circumstances. 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.
- The number of persons using the accommodation at any time must not exceed 8. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Bookings cannot be accepted from persons under eighteen years of age.
- We (the owner) reserve the right to refuse a booking without giving any reason.
- We or our representative reserve the right to enter the house at any time to undertake essential maintenance or for inspection purposes.
- Tenancies normally commence at 4.00pm on the day of arrival unless otherwise agreed and guests are required to vacate the apartment by 10.00am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- It would be hugely appreciated if you could strip beds and put all dirty laundry in the bathrooms, empty bins, and also ensure you empty cupboards and the fridge of your food and drink.
- Smoking anywhere in the house will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage caused by smoking will be at the expense of you.

- When we have agreed that you can bring your pet, the cleaning surcharge of £25 is specifically for our housekeeper to spend time removing any evidence of hairs, etc., in advance of the next guests. Any damage caused by pets will be at the expense of you.
- Damage – 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. This is our house, too; please treat the property with due care. In the event that you notice 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 replace them or advise us before you leave. There is an honesty box for minor breakages such as wineglasses and local phone calls.
- Please remind your fellow guests to lock the doors and close the windows when they leave the property unoccupied.
- 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 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.
- The client may in no circumstance re-let or sublet the property, even free of charge.
- The internet connection and TV service is available (at no extra cost) subject to technical availability.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the house or grounds.
- All inventory must remain in the property.
- Children under 18 must be supervised by their parents/guardians at all times.
- 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.
- Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us/our representatives and we will endeavour to put matters right. Any complaints not reported to us/the property manager at the time and only reported after the client has returned from holiday will not be considered by the proprietor.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.

Other information such as emergency contact details, bin collection days etc. is included in our welcome pack and guest information by the entrance.

We are always delighted to offer any possible help.

With thanks

Ian and Louise Storey
Ellister Lodge