

## Our Terms And Conditions

**Arrival and Departure:** Your property will be ready for occupation after 4.00pm (unless otherwise stated) on the day of your arrival and until 10.00am on the day of your departure. In order that the caretakers have sufficient time to clean and check the properties, please observe these times. Please leave the property in the same clean and tidy condition that you found it and pay for or replace any damage or breakages that might occur as per Booking Condition No.9

**Pets:** We welcome pets, but only under the strict understanding that:

- They are never left alone in the property
- They are kept under control at all times
- Guests will bring bedding and food bowls for their pets
- They are not allowed in bedrooms or on furniture
- All pets are up to date with flea and worming treatments
- You accept total responsibility for your pet and its actions, including cleaning up mess.

**Booking Conditions:** The statutory rights of a person who deals as consumer (as defined by Section 12 of the Unfair Contract Terms Act 1977) relating to mis-described or defective goods or services are not reduced by these booking conditions. Information and assistance on the statutory rights of consumers are available from Trading Standards Departments or Citizens Advice Bureaux.

1. Each contract for the hire of a property is made subject to these Booking Conditions "Contract". All Contracts are between a customer "Hirer" and the owner of the property hired "Owner" Morison Walker Property Management Limited act as the letting agent "Agent" on behalf of the Owner.

2. All information is given in good faith, but the Agent makes no warranties as to such information (or any part of it) as has been provided by the Owner/Third parties and which despite original verification of such information by the Agent, has become incorrect or incomplete.

3. Bookings should be made on our website and confirmed within 5 days enclosing the 25% Deposit/Full Payment. Bookings must include this balance plus a £75 refundable deposit due to be paid at least two calendar months prior to the holiday date. If the holiday date is less than two months from the booking date then the full amount becomes due. The refundable deposit will be reimbursed in full within 7 days of the holiday completion less any appropriate charges for breakages, additional cleaning etc.

4. The Owner and/or their representatives retain the right to enter their property at any reasonable time to carry out any repairs deemed necessary to the property or equipment.

5. Should a property be unavailable on the day stated, then the Agent may, with the agreement of the Owner, either return to the Hirer the monies paid by the Hirer to the Agent in respect of the holiday in question or provide an alternative holiday. The Agent will not be liable for any other losses/damages suffered by the Hirer as a result of the property being unavailable on the day stated. Such loss/damages will be a matter for the Owner of the unavailable property and claims for such losses/damages must, to allow them to be considered by the Owner, be accompanied by appropriate evidence.

6. If a booking is cancelled in writing more than two months before the holiday date, all efforts will be made to re-let and, if successful, the deposit less £50.00 plus VAT for each week's booking will be refunded. If unsuccessful, the deposit is forfeited.

7. If a booking is cancelled in writing less than two months before the holiday date, the full price of the holiday is immediately payable. We will endeavour to re-sell the holiday. If successful, the holiday

price you have paid to the Agent will be refunded less a maximum of 20% plus VAT which will be retained to cover our time and expenses in processing the cancellation and re-sale. If unsuccessful, you will forfeit the full holiday price.

8. The Agency reserves the right to make a £50.00 + VAT per week administration charge for any property or date alteration after the booking has been confirmed. **No changes can be made within two months of the holiday date.**

9. The Hirer is responsible for the Lodge, its contents and keys and undertakes all reasonable care of it, to keep it clean and tidy and to report as soon as possible and replace/pay for any breakages or damage caused.

10. Under no account can the prescribed number of persons per property be exceeded. The company reserves the right to decline bookings of large single sex groups i.e. hen/stag parties where deemed appropriate and requests full details of such parties in writing.

11. The Owner and Agency reserve the right to forward contact details and any correspondence to the owner when needs arise.

12. Subject to Condition 5, in the event of a complaint relating to the condition (for example cleanliness etc.) of the holiday property arising (whether on arrival or once occupation has commenced), then such complaint must immediately be brought to the Agent's notice. Complaints relating otherwise than to the condition of the property should also be notified to the Agent immediately but may be notified no later than 14 days after the end of the holiday. Failure to notify complaints to the Agent immediately, (or for complaints relating otherwise to the condition of the property no later than the 14 day time limit stipulated), may result in a complaint, and any related claim for compensation, being rejected or reduced on the basis that the Agent has been denied an opportunity to investigate and, if relevant, rectify the complaint.

13. While every effort is made to provide the amenities as advertised, no liability will fall upon the Agent or the Owner, should restrictions be applied to a holiday in the event of floods, drought, power cuts or any other occurrences outside of their respective control, SAVE THAT the Agent may, upon application by the Hirer and at the discretion of the Agent and with the agreement of the Owner, consider a refund of a part or the whole of the hire charge paid by the Hirer for the holiday concerned. Such refund is purely dependent upon the circumstances and extent of the restrictions concerned.