

# **Booking Conditions for The Garden Retreat**

## **Booking procedure**

1. A 25% deposit is required on booking by cheque payable to Mrs Liz Thompson. The balance of the total cost is payable 4 weeks before arrival by cash or cheque. Please note that the deposit is non-refundable.
2. On receipt of the deposit, you will be sent confirmation of the booking, directions and a map of the location.
3. If the booking is cancelled with less than 1 month's notice, the full cost of the booking may be chargeable if it is not possible to re-let the apartment.

## **Arriving and departing**

4. In order for your accommodation to be properly prepared lettings normally commence between 4.00 pm and 7pm on the day of arrival and finish at 11 am on the day of departure. However, if you wish to arrive outside these times then it can usually be accommodated by arrangement.
5. Please leave the apartment in a tidy and clean condition prior to departure. It would be helpful if the beds could be stripped (apart from the mattress cover and pillow covers) and the laundry and towels placed on the beds ready for washing when you leave.
6. Any breakages must be reported at the time and paid for before vacating the apartment.
7. Please report any defects or problems at the time of discovery so that we may take remedial action.

## **Dogs and pets**

8. Responsible pet owners are welcome with a small extra charge per pet and we ask that the following rules apply:
  - a. One well behaved dog may be allowed with prior agreement.
  - b. They must not be left in the apartment unattended at any time.
  - c. Under no circumstances are they allowed on the bed, chairs or furniture.
  - d. Their own drinking and feeding bowl and bedding must be brought.
  - e. All fouling of the lawns etc must be cleared up without delay.

## **Smoking**

9. No smoking is allowed within the apartment or in its immediate vicinity.

## **Children and babies**

10. Children and babies are welcome and equipment is available on request including cot and high chair. Linen is not provided for the cot.

## **Linen, towels and electricity**

11. Bed linen and towels are included in the property. Where a booking lasts for more than 1 week, a fresh set of linen etc will be provided. The apartment is centrally heated and electric fires are situated throughout for supplementary heating. There is a small surcharge in the form of the purchase of meter tokens from the owner during the winter months (November, December, January and February) to allow for increased electricity consumption.