

Penpont Mill, The Retreat, Greenbank, Ridgeway Park – Terms and Conditions

- * All bookings are subject to the following terms and conditions and will be considered an effective contract upon payment.
- * The number of persons occupying the property must not exceed the maximum number stipulated in the property description, without prior arrangement with the owner.
- * When you book, you accept responsibility for the full cost of the holiday.
- * Full refunds will only be made in the event of any persons named on the booking form cancelling their holiday for the following reasons:
Jury or call as a witness
Suffer injury, illness or death
- * **All claims must be accompanied by written evidence.**
- * If you need to cancel your booking for any other reason please let us know as soon as possible so that we can release the property for re-letting. If the property does re-let we will return all monies received less a handling charge of £25 per week.
- We strongly advise you take out **cancellation insurance and ensure that the terms of that insurance meets your needs.**
- * **Coronavirus** – if you book a holiday with us and are unable to travel due to Coronavirus government-imposed travel restrictions, or we are unable to open because of Coronavirus restrictions, we will allow you to amend your booking for an alternative date (there will be no admin charge and any increase in the cost of the holiday accommodation will need to be paid) or we will refund you any monies already paid.
- * In the event that the property becomes unavailable due to reasons beyond our control we will try and offer you alternative accommodation for the dates you have booked.
- * All bookings must be accompanied with the completed booking form and 40% deposit, with the balance paid four weeks prior to the stay.
- * If a booking is made less than four weeks prior to the start of the holiday the full payment is required.
- * We reserve the right to refuse any booking or cancel any booking already made (subject to refunding any monies already paid) without further liability on our behalf.
- * Changeover day – Penpont Mill Friday to Friday. The Retreat, Greenbank, Ridgeway Park Saturday to Saturday – can be flexible out of season. Short breaks available out of season.
- * The property is ready for occupation after **4.30pm** on day of arrival, and we would appreciate that the property be vacated by **9.30am** on day of departure.
- * Bed linen, towels (one bath, one hand for each person) central heating, electricity and wi fi are included in the rental. Beach towels not provided.
- * Payment can be made by cheque (made payable to Mrs M Biddick) or bank transfer.
- * Pets are accepted. **Suitable bedding must be provided for pets and they must not be left unattended in the property.** There is a charge of £30 per week for each dog. **Please note no dogs accepted at Ridgeway Park.**
- * In booking you agree to pay for any breakages, losses or damage to the property, and to take good care of the property and leave it in a clean and tidy condition on departure.
- * The owner accepts no responsibility in the event of any accident, injury, loss or damage sustained by any guest, animal, vehicles, personal effects, howsoever caused, whilst on the premises of the property.
- * The facilities at the Olde House Complex are available to persons staying at Penpont Mill, The Retreat, Greenbank and Ridgeway Park at no extra charge. If friends join occupants of these properties at the Complex please inform the office and pay the necessary fees. You must abide to any rules or regulations at all times whilst on the premises of the Olde House Complex.
- * The owner reserves the right to enter the house at any time, but will endeavour to do so when convenient to guests.
- * No VAT is charged.