



Booking terms and conditions

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

1. A contract between you and the owners of Number 24 will come into existence when we receive payment and accept your booking. The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.
2. A non-refundable deposit of 25% of the holiday price is payable at the time of booking if the booking is six weeks or more in advance.
3. The balance must be paid no later than six weeks before the start of your holiday. If the balance is not received by the due date, then your booking will be treated as a cancellation and you will remain liable to pay the balance.
4. All cancellations must be immediately notified by telephone and then in writing. If you cancel your holiday more than six weeks before it is due to start then your deposit will be forfeit. If you cancel less than six weeks prior to the holiday then the full balance remains due and is not refundable.
5. We strongly advise that you take out comprehensive travel insurance. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.
6. Your booking will not be cancelled by us except in exceptional circumstances beyond our control. 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.
7. The number of persons using the accommodation at any time must not exceed four and only the amount booked can stay at Number 24. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
8. Bookings cannot be accepted from persons under eighteen years of age.
9. We reserve the right to refuse a booking without giving any reason.
10. We reserve the right to enter Number 24 at any time to undertake essential maintenance or for inspection purposes.

11. Tenancies normally commence at 3pm unless otherwise agreed and guests are required to vacate by 11am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
12. Please ensure that all cutlery and crockery is left clean and put away (cleaning products and a dishwasher are supplied). Please also ensure that you remove all rubbish – bins are located in the carparking space. Please do not put any glass in the blue bin.
13. Smoking anywhere on the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by smoking will be at the expense of you.
14. One, well behaved, small dog is accepted at Number 24, subject to prior approval. We ask that you cover the sofa in the blanket provided if your dog would like to cuddle you on the sofa and that your dog does not go upstairs. This must be strictly adhered to and any damage or extra cleaning caused by the dog will be at the expense of you.
15. No parties are allowed. Holding a party at Number 24 will result in immediate termination of occupancy and forfeiture of all payments.
16. 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.
17. Please treat the facilities and accommodation with due care so that other guests may continue to enjoy them.
18. In the event that you notice damage, 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 advise us before you leave. The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage found.
19. Please lock the doors and close the windows when they leave the property unoccupied.
20. We reserve the right to make a charge to cover additional cleaning costs if you leave the property in an unacceptable condition.
21. 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.
22. You may in no circumstance re-let or sublet the property, even free of charge.
23. Internet connection is available (at no extra cost) subject to technical availability.
24. We are not liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds.
25. All furnishings/equipment must remain in the property it was in at arrival and not be taken to another property.

26. 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.
27. Any problem or complaint which you may have concerning your holiday must be immediately reported directly to us and we will endeavour to put matters right. Any complaints not reported to us at the time and only reported after you have returned from holiday will not be considered by us.
28. We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
29. This property is privately owned. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.