

**Herefordshire Hideaways – Booking Terms and Conditions for the holiday let properties at Pencombestone:**

The guest agrees to use the property solely for the purpose of a private holiday residence for the maximum of people shown on the booking correspondence and agrees not to:

- use the property for any improper, illegal, or immoral purposes
- to sub-let the property
- cause (nor allow any guests or visitors to cause) any nuisance, annoyance or disturbance to neighbours, to the owner, or to any other guests
- smoke or allow smoking in the property
- keep pets in the property.

**Failure to comply with the requirements above will result in the agreement being terminated.**

A non-refundable deposit will be taken at the time of booking. The remainder of the payment is due 8 weeks before arrival. If arrival is less than 8 weeks from booking the full payment is due when the booking is confirmed.

If a cancellation is received within 8 weeks of the start date, payment in full is due, unless the property is re-let for the period. Should the property be re-let for a reduced fee, the guest will be liable to pay the difference between the original agreed payment and the reduced fee for the re-let.

Covid-19: If Government restrictions are in place due Covid-19 that mean travel to the property cannot be made then guests will be permitted to reschedule their stay. If the rescheduled dates are in a higher season then the guest will be required to pay the difference between the two seasons. If the rescheduled dates are in a lower season then the guest will receive a refund equal to the difference between the two seasons.

The property will be available from 4pm on the start date unless a separate agreement is reached. All arrival times must be pre-arranged. The way in which access to the holiday lets will be agreed when the final balance has been paid. An email will be sent by the owner to the guest with full details, including directions when the balance has been paid. The property shall be vacated by 11:00am on the departure date unless a separate agreement is reached.

The properties are no smoking properties and need be left in a clean and tidy state. Rubbish should be disposed of as explained in the instructions within the property.

An excess cleaning charge will be applied should it be required.

We understand that sometimes breakages occur. Please let us know, so we will be able to replace/repair for the next guests.

If for unforeseen circumstances the property becomes unavailable for a confirmed booking, then the guest will be informed as soon as possible. An alternative date will then be proposed to the guest. If this alternative is unacceptable to the guest then the guest will be entitled to a full refund of monies paid to date. The owner's liability is limited to monies paid to date.

The terms, conditions, contracts and disputes in connection with this agreement are governed by The Laws of England and Wales.