



Booking Contract Terms & Conditions

All guests are jointly and severally liable in respect of the obligations under these Terms and Conditions. The Lead Client agrees they will be responsible for the behaviour and compliance by each member of the party with the following Terms and Conditions.

1. Occupancy

- Booking requests for hen & stag groups or similar groups will be refused.
- Occupancy and use of Rhumhor is strictly limited to a maximum of nine people.
- ONLY those named on the Booking Form may use the property at any time as insisted by insurers.
- Changes or additions to the guest names must be made in writing prior to arrival.
- Failure to comply with the above occupancy conditions will result in the entire party being asked to leave and no refunds of any monies will be made.

2. Good Housekeeping Bond (refundable)

- A good housekeeping bond is payable & will be returned in full or part as appropriate approximately 5 working days after departure following a property & inventory check.
- The accommodation must be kept in the same state of repair and condition as at the commencement of the holiday. Any damage or loss will be deducted from the good housekeeping bond.
- The Lead Client agrees to settle all sums for loss / damage not covered by the bond.
- Kitchen crockery / utensils must be washed & oven & microwave cleaned on departure.
- Any extensive cleaning required will be charged against the good housekeeping bond.

3. Smoking

- Smoking is strictly prohibited inside the property. If smoking has occurred within the property then the good housekeeping bond will be forfeited.

4. Safety & Security

- The layout of bedrooms in the room plans provided cannot be altered.
- Areas other than bedrooms may NOT be used as overnight sleeping quarters at any time.
- It is the client's responsibility to ensure that electrical and gas appliances are turned off, the wood burners are closed down, and that all windows are shut and doors locked when leaving the house empty. No under 16's should be left without an adult.

5. Dogs

- Well behaved dogs are welcome with prior agreement and on payment of a £20 supplement per dog.
- Dogs must never be left alone in the property unless appropriately crated.
- Dogs must remain off beds or furniture and remain on the ground floor of the property (a stair barrier is provided to enable this).
- Dogs must remain on a lead at all times within the house grounds.
- All dog mess must be removed from the gardens and surrounding areas.
- The good housekeeping bond will be forfeited if these conditions are not met.

6. Wi-fi Internet

- Wi-Fi internet access is available at the property subject to technical availability.
- The Client agrees not to use the service for any unlawful purpose.

7. Owner Access

- The Owners shall have access to the property at any time if they feel there is a breach of the terms and conditions, and from 10am on day of departure.
- The Owners or their representative(s) shall also be allowed access at any reasonable time during the holiday occupancy to carry out essential works or repairs; this shall include access to the garden.

8. Cancellation

- Any cancellation must be made in writing by the Lead Client.
- Client cancellation prior to the final balance payment date forfeits the booking deposit.
- Client cancellation within 4 weeks prior to arrival will forfeit the total amount, less the good housekeeping bond.
- The Owners accept no responsibility in the event that a guest has failed to arrange appropriate travel insurance cover.
- In the very unlikely event that specific accommodation ceases to be available as booked the Owners will refund the Lead Client all the money paid, and shall be under no other liability.

9. Owner Contact & Responsibilities

- Guests should contact the Owners if assistance is required during their stay at the property. (The Owners live on site in a separate annex to the rear of the rental property).
- The Owners are not liable for any problem beyond their reasonable control and no refunds will be given but they will do everything realistically possible to fix a problem.
- The Owners shall not be responsible for the death or personal injury of a guest or other person at the property unless this results from the proven negligence of the Owners.

10. Fireworks

- Fireworks are not permitted.

Tenancy: We hope these conditions do not sound intimidating; they are designed to give you and all other guests following you the most pleasant holiday possible and essential that our insurance and public liability obligations are met.

Return of the Booking Contract to The Owners and payment of the deposit by the Lead Client acts as agreement to this rental contract.