

RIVERBANK TERMS AND CONDITIONS

When you book your holiday at Riverbank, you are agreeing to the following Terms and Conditions.

Your holiday may be reserved by E-mail. Your chosen date will then be held for 3 days from the date of your reservation pending receipt of your deposit. We will e-mail your Booking Confirmation, please ensure the details on your booking confirmation are correct and advise us immediately if there are any errors.

PAYMENT

To secure your booking we require a deposit of 30%, with the balance payable 6 weeks prior to arrival. If booking within 6 weeks of arrival, then the total accommodation cost is required. Please make cheques payable to Rockleigh House Ltd

If the remaining balance is not received by 6 weeks before your arrival day, the deposit will be forfeited, and we will be entitled to re-let the property.

SECURITY DEPOSIT

A security deposit is to help cover the cost of any damaged or missing items from the property or additional cleaning beyond that usually required. We will refund the security deposit to you (without interest) promptly after your holiday (within 10 days of the end date of your holiday) subject to any reasonable deductions made by the Owner in respect of damaged or missing items or additional cleaning required. Where the amount of the security deposit is not sufficient to cover the costs of the damage or other losses caused to the Owner, the Owner may require that you make good any shortfall.

CANCELLATION

In the event of cancellation please do so in writing or e-mail, deposits are non-refundable. If a cancellation is made within 6 weeks of the start of your holiday the full balance will be payable unless we are able to re-let the property. If we do succeed in re-letting the property, you are no longer liable for the balance. If you have already paid the balance; we will refund it to you less a £35 administration fee.

We recommend that you take out Travel and Cancellation Insurance.

NON-AVAILABILITY

We would only cancel your holiday if your accommodation were unavailable for reasons beyond our control. Our liability will be restricted to repayment of the deposit/balance received from you to date. We will not be liable for providing you with alternative accommodation.

ARRIVAL TIME/KEY COLLECTION

Riverbank is available from 4.00pm on the day of arrival. You will be advised where to collect the keys a couple of days prior to your arrival.

DEPARTURE

The property must be vacated by 10.00am on the day of departure to enable us to make it ready for the next guests.

USE OF THE PROPERTY

The number of guests should not exceed the amount stated for sleeping at the property at any one time. If you exceed the number your party will be asked to leave. Guests must use the property for personal and domestic purposes only and not commercial purposes. We reserve the right to refuse entry to the party if these conditions are not observed.

NO SMOKING IN THE PROPERTY

NO DOGS ALLOWED IN THE PROPERTY

CARE OF THE PROPERTY

All guests agree to take all reasonable and proper care of the property and the furniture, fixtures and fittings in or on the property and leave them in the same state of repair and condition and in the same clean and tidy condition at the end of the rental period, as at the beginning.

If furnishings, fixtures or fittings are damaged during your stay, you will be liable for their repair or replacement. However, we do appreciate that accidents can happen, so we won't charge for small breakages that happen because of day-to-day use. All we ask is that any breakages or damages are advised to us during your stay so that remedial action can be taken as soon as possible.

LIABILITY

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions in or around the rental property during your stay.

RIGHT OF ENTRY

We reserve the right of reasonable access to the rental property at all times, but where possible, we would advise you in advance if access were required.

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Thank you

Riverbank House

www.riverbankhouse.co.uk

01629 582593