

Skiddaw Grove Self-Catering Apartments Booking Terms and Conditions

**Skiddaw Grove,
Vicarage Hill
Keswick
Cumbria
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Thank you for choosing to book with **Skiddaw Grove**. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Prices

The price of the accommodation includes the following: Electricity, linen, hot water, central heating.

Pets

Sorry, we do not allow pets at this property.

Acceptance of Children.

We welcome children of all ages.

Cancellation and Insurance

By making your booking, our agreement is a legal contract and your deposit is non-refundable. If you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even if we have not yet received your balance.

If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it, less a 10% administration fee. Please note that your deposit is not refundable under any circumstances. We would recommend that you take out cancellation insurance to cover this cost.

Non-availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

Arrival

Your accommodation will be available to you from **4.30 pm** on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing the apartments.

Late arrival procedure

Please ensure you contact us no later than 7.00 pm to let us know if you will be arriving late. Failure to notify us may result in not being able to enter the property that evening.

Departure

Please be ready to leave the accommodation by **11.00am** on the day of departure, unless otherwise arranged.

Damage/Cleaning Deposit

We require a security deposit of £100.00. This needs to be returned with the booking form and balance when it is due. This will be refunded by cheque through the post once the apartment has been checked. The apartment must be cleaned thoroughly on departure; in particular, the kitchen including all cutlery, crockery, pans, fridge, microwave, cooker and hob. Should anything not be up to the standard expected (and therefore need more of our time for cleaning), then an amount will be deducted from the security deposit and the balance forwarded to you.

Damages and Breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. We ask that you report any incidents as they occur. All breakages must be reported to us and paid for. We will deduct from the Damage/Cleaning deposit the cost of repair or making good the damage or breakage and we may make an additional charge of £10.00 if you did not report this.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Privacy Policy

Any data collected during the course of this booking may be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

A warm welcome awaits you at Skiddaw Grove.