

Kerrow Lodge

Terms and Conditions

A non-refundable deposit of 25% of the total rental cost is required to secure a booking. The balance is due 6 weeks prior to commencement of rental period plus a £75 security deposit against damages and loss of keys. (The security deposit is refunded in full within 14 days of completion of the holiday should no loss or damage occur.) Bookings made less than 6 weeks before commencement date are to be paid in full plus the £75 security deposit.

We regret we cannot accept bookings from all male, all female or mixed sex groups under 25 years of age. Property is available from 3.00 PM on day of arrival.

Property to be vacated by 09.30 AM on day of departure. These times must be adhered to. This is to allow for the cleaning and maintenance of the property on changeover days.

Guests should be aware that should any circumstances arise whereby the on site facilities become unavailable we have no control over such situations. We ask that tenants leave the property in a clean and tidy state. All cookware, utensils, cutlery, plates and glassware must be cleaned and packed away. Should extra cleaning after your stay be required a charge will be deducted from the security deposit, as will any major damages caused to items during your stay.

Cancellation: In the event of cancellation of the booking we will make every effort to re-let the property. If we are unable to re-let you will become liable for the full cost of the holiday. We strongly recommend that you take out Cancellation Insurance. We must be notified immediately by telephone if you have to cancel your booking and then confirm this in writing. Tenants must not cause nuisance to neighbours.

Complaints/problems should be reported promptly. We will endeavour to rectify any problems quickly minimising inconvenience to you and you must therefore allow the landlord or our agent's reasonable access.

Personal Injury - the owners accept no responsibility for personal injury to guests or loss Or damage to their property.