

# **ANCHORAGE HOUSE**

## **Holiday Terms & Conditions**

1. Unless booked through a third party, a deposit of 25% of the total rental must be paid when the booking is made; this confirms your booking and is normally non-refundable.
2. Unless booked through a third party, the remaining 75% of the rental will be due up to 8 weeks prior to the date of entry. It is the responsibility of guests to ensure that full payment has been received prior to the 8 week deadline. Failure to meet this requirement will result in a cancellation and a loss of deposit
3. If a booking is made within 8 weeks of your holiday start date, 100% of the rental is required as a condition of the booking.
4. Guests must agree to take care of our holiday home, to leave it clean and tidy and to notify of any breakages. Breakages will be charged for at a reasonable like for like replacement cost.
5. Anchorage House is arranged to sleep 8 guests in total (see also 6. below), this is in 3 double rooms and 2 single rooms, bookings for more than this number will not be accepted under any circumstances. The total of 8 includes all persons over the age of one.
6. In addition to 5. Above we have a cot available for babies up to the age of one, this can be provided upon request for use in one of the double rooms. Please ensure that you request this in advance. There will be no additional charge for this facility.
7. In order that we can be thoroughly clean, inspect and prepare Anchorage House between holidays, entry will be from 1600 onwards on the day of arrival. You must arrange to vacate by 1000 on your day of departure.
8. Pets are permitted however we would like to make the following points concerning dogs;
  - 8.1. Under no circumstances may dogs be left unattended in the property.
  - 8.2. Dogs must not be allowed to sit or sleep on the furniture.
  - 8.3. Dogs must not foul in the garden or on the surrounding roads sides; if they do it must be cleaned up and the sealed bags placed in the bin provided
9. We supply all bedding, bed linen, towels and a tea towel.
10. Anchorage House has a strictly no-smoking policy.
11. We cannot be held liable for any loss, damage, sickness or injury howsoever caused which may be sustained during the holiday to guests or any member of the party or any invited person.
12. In the unlikely event that we have to cancel a booking, alternative dates will be offered or if these are unsuitable a full refund will be given.

13. We reserve the right to make any booking subject to deposit being received against inventory and cleaning, refundable within one week after the holiday less any damaged or missing items.
14. No liability can be accepted in respect of any loss, damage or injury to any guest or member of the holiday party or visitor of any kind, their baggage, car or any possession, resulting from riot, war, strikes, adverse weather conditions or sickness or for loss or damage by a third party.
15. It should be noted that there is a staircase leading up to the property and as such, this may not be suitable for persons with certain disabilities.
16. We reserve the right to enter your accommodation at any time for any reasonable purpose, for example, to make checks, or carry out essential inspection, maintenance work or repairs. Please note that your occupation is therefore not exclusive.
17. A detailed inventory is provided, this will be checked by housekeeping prior to your arrival and any discrepancies noted. It is your responsibility to check and confirm this at the start of your holiday. Any further losses will be your responsibility and will be charged for.
18. Your behaviour should not be excessive, noisy or disruptive, especially at night. Offensive or illegal behaviour will not be tolerated and may result in the police being involved. We may ask you and/or any member of your party to leave immediately if your conduct is considered by us to be inappropriate, likely to cause harm, or impair the comfort or safety of our neighbours, or the general public, or is likely, in our belief, to breach this agreement with you. No refunds or compensation will be given in these circumstances and we reserve the right not to accept any future bookings from you or any member of your party.
19. If it is felt that there are reasonable grounds for complaint about your holiday home, we must be contacted immediately so as to allow appropriate action to be taken to remedy any problem or deficiency.
20. And finally we welcome any feedback or comments that you may have on any aspects of your holiday.