

Terms and Conditions

The 'property' refers to Richrose Chapel only.

The 'owners' refers to the owners of Richrose Chapel.

The 'guest' refers to the person making the booking and any additional guests entering the property. All guests must agree to these terms and conditions at the time of booking.

The 'booking' refers to the agreement between the 'owners' and 'guests' for the dates set out in the booking confirmation.

These terms and conditions apply to all confirmed bookings. These terms and conditions are made on the basis that the property is to be occupied by the guest for a holiday (as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 or similar legislation in other jurisdictions) and the guest acknowledges that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.

1. Bookings

- 1.1 Bookings can only be made by persons over the age of 18.
- 1.2 The guest must have the financial capacity to make a payment for the booking deposit and full balance.
- 1.3 The guest and additional guests must be named at booking.
- 1.4 Any pets visiting the property must be declared during the booking process.
- 1.5 No bookings are valid until confirmed by the owners in writing.
- 1.6 It is the guest's responsibility to check the booking confirmation and contact us if there are any mistakes or errors.
- 1.7 Once a booking is confirmed, this may be changed up to 4 weeks before your stay.

2. Deposit

- 2.1 A booking deposit of £100.00 must be paid at the time of booking. The booking deposit will be deducted from the full balance.

3. Insurance

- 3.1 It is recommended that the guest will have or will take out their own holiday insurance policy (which includes cancellation insurance covering sickness and unavoidable reasons for cancellation) prior to their stay.
- 3.2 It is the guest's responsibility to check that any holiday insurance cover is adequate for your stay at the property.

4. Payment

- 4.1 Once a booking is confirmed, the guest is responsible for the full balance of the cost of the stay. This shall be paid no later than 4 weeks before the booking is due to commence. Where a guest fails to pay their balance by the due date, the booking may be cancelled and the booking deposit retained.
- 4.2 The owners reserve the right to re-let any stay where the remaining balance is more than 7 days in arrears, whereupon the guest will forfeit the booking deposit. However, if the owners are unable to re-let the holiday the guest will remain liable for the outstanding balance of the cost of the stay.

5. Cancellation policy

5.1 If a guest wishes to cancel their booking, the guest may be due a partial refund which is dependent on the amount of notice given before the commencement of the stay. The refund is calculated as follows:

Less than 28 days' notice – No refund of booking payment paid

28-56 days' notice – No refund of booking deposit paid

More than 56 days' notice – 50% of the booking deposit refunded

5.2 The owners reserve the right to refuse any booking and to cancel any bookings already made if the property is unavailable (eg through fire, flood, etc) for any reason whatsoever, subject to a full refund of all monies paid (but no further liability). The owners shall not be under any other liability if such cancellation occurs.

6. Owners' responsibilities

6.1 The owners are solely responsible for providing the accommodation. No responsibility is accepted for loss or damage of property, (including pets), vehicles or vehicle contents belonging to the guest or any member of the party during their occupancy.

6.2 The owners will ensure the property is maintained, clean, tidy and in good repair.

6.3 The owners will comply with all applicable laws and regulations, in particular, relating to fire, health, safety and planning, and data protection.

6.4 The owners (or their representative) shall be allowed access to the property at any reasonable time during the guest's stay.

7. Guests' responsibilities

7.1 The guest shall keep the property and all furniture, fixtures, fittings and effects in, on or at the property in the same state of repair as at the commencement of the stay. The guests shall leave the property in the same state of cleanliness and general order in which it was found.

7.2 The guest must report any damage or breakages made during their stay to the owners. The owners reserve the right to take a reasonable charge for damage or breakages.

7.3 The guest is responsible for all children, babies, dogs and all guests during their stay.

7.4 The guest must remove all personal items at the end of their stay. The owners reserve the right to remove any items and may charge for the removal, return or disposal of items left in the property.

7.5 The guest may not cause any nuisance or annoyance to occupants of any nearby property.

7.6 The guest may arrive from 3.00pm on the first day of their stay and leave by 11.00am on the last day of their stay, unless otherwise stated in their booking confirmation.

7.7 Guests may not smoke on the premises. The owners reserve the right to take a reasonable charge from the security deposit if guests are found to contravened this during their stay.

7.8 Guests may be asked to leave the property without compensation if they are found to be taking part in any legal activity or causing unreasonable damage, noise, behaviour or disturbance.

7.9 If a guest is bringing a dog to the property, they must comply with the following terms:

- Dogs must be under strict control at all times while in or at the property
- Any fouling must be cleared up without delay
- Dogs must not be left alone in or at the Property or elsewhere at any time
- Dogs must not go in the hot tub
- Dogs must not go upstairs and must not lie on beds, and hair must be cleared up before departing
- Dogs must be free from parasites and fleas before the occupy the property
- Guests may be liable for any damage caused by dogs. Any damage is to be reported to the owners immediately. Any additional cleaning required, that may incur an additional charge, will be at the owner's discretion.



8. Privacy Policy

- 8.1 The owners take our guests' privacy very seriously. Please read our Privacy Policy to see how we use your personal information, including the information you submit about yourself when making a booking.
- 8.2 By submitting your personal information to us, you are agreeing to the use of that information as set out in our Privacy Policy.
- 8.3 Personal information and data will not be shared with any third parties without your prior consent.

