

Keswick Holiday Homes

Conditions of Booking:

- Your booking is with the owner of the property and all payments are made directly to them. However, since we provide a clerical service for each one, all correspondence should be sent to Angela Spooner at the address below.
- All tenants are asked to treat each property with care and leave it in a clean, tidy condition so that the next visitors can enjoy their holiday. **Please report any breakages or problems immediately so that we can put things right as soon as possible.** We make every effort to provide guests with safe, clean, warm and comfortable homes where they can to relax and enjoy their holiday. We ask for your co-operation in order to maintain everything at a high standard.
- All beds have duvets and linen is provided free of charge. Most properties do not usually provide towels but if visitors are travelling from abroad – or by public transport – this can be arranged, please ask.
- Where pets are allowed they should not be left in the property alone at any time. You must ensure that there is no evidence of your pet in the property, garden or surrounding area when you vacate the property.
- A cot and high chair can be provided at no extra charge in the properties which allow small children. We prefer that you bring your own cot bedding for the safety and comfort of your baby.
- All properties have parking – vehicles are left at vehicle owner's risk.
- Bookings are from Saturday to Saturday, **10am departure time unless arrangements are made otherwise.** Arrival time and arrangements for obtaining the key will be confirmed on payment of deposit.
- A £100 deposit for each week is required on booking. Cheques made payable to the owner of the property please.
- The balance of the rent must be paid four weeks in advance, we do not send out reminders for this. Again cheques made payable to the owner of the property please. Any money paid is non-returnable should the booking be cancelled later, unless the property is re-booked at full cost.
- If you would prefer to pay deposit or balance by bank transfer, please contact us for BACS details.
- **Do please telephone or email to check availability with ourselves (Tel 01768 201042 or mobile 07704 146702)** before sending this form. Although we strive to keep the availability up-to-date on the internet, a booking might just have been agreed for the week you require.
- If, for any reason, we should have to cancel your booking you will receive a full refund of all money paid.
- Once you have contacted us to reserve a property please complete the booking form and send it with your deposit to:

Mrs Angela Spooner, Mountain Lodge, Lonsties, Keswick, CA12 4TD

email: angela@keswickholidayhomes.co.uk