

Conditions of Booking

Booking & payments

- Your booking is with the owner of the property and all deposit and balance payments will be paid to them, either directly or via Keswick Holiday Homes. As we provide an administration and booking service on the owner's behalf, all correspondence should be sent to Angela Spooner at the address below.
- Bookings are from Saturday to Saturday or Friday to Friday (depending on the property) and departure is 9.30 am or 10 am. Your booking confirmation will confirm arrival dates. Arrival time and arrangements for obtaining the key will be confirmed on payment of final balance.
- A £100 deposit for each week is required at time of booking. When booking online, you can pay by credit or debit card, using an online link to our provider – Stripe. We prefer payment by Fastpay bank transfer and you can call or email us for details. You can also pay by cheque and will tell you who to make the cheque payable to on request.
- The balance of the rent must be paid four weeks in advance. We don't send out reminders by post but if you book online, or have an email address, you will receive an automated reminder approx. six weeks before your stay.
- Any money paid is non-returnable should the booking be cancelled by you, unless the property is re-booked at full cost. We encourage all guests to take holiday insurance to cover their booking.
- If for any reason, including circumstances beyond our control, we should have to cancel your booking we will endeavour to offer you alternative accommodation or an alternative date. If we are unable to offer a suitable alternative, you will receive a refund of money paid – subject to the clause below regarding debit or credit card payments.
- Please note that there will be a £15 admin charge deducted for refunds paid to a debit or credit card to cover transaction fees and related administration.

Your data

- You can book our properties online or call us directly to reserve a property. We collect basic personal data from you on a booking form or via our online booking platform (name, address, contact email/telephone number of lead guest and names of accompanying guests) in order that we can contact you about your booking.
- We keep your booking details in a confidential file and never share your details with any other business or third party for marketing purposes. We will only send marketing information or newsletters if you have indicated your agreement for us to do so during the booking process.

During your stay

- You 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 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. All properties provide towels for visitors – one bath towel and one hand towel per guest.
- 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. Please do not allow your pets in the bedrooms.
- A cot and highchair can be provided at no extra charge in the properties which allow infants. We prefer that you bring your own cot bedding for the safety and comfort of your baby.
- The majority of our properties have parking – vehicles are left at vehicle owner's risk. We will advise on property details, our website and on key and access letters where alternative parking can be found for those properties that do not have allocated parking.
- Should you have reason to make a complaint then we encourage you to do this as soon as possible and preferably, during your stay so that we can address it promptly. Please direct complaints to Angela Spooner. We endeavour to resolve issues as soon as is practicable although matters requiring major works may need to be planned with the property owner to resolve. Any compensation payment if appropriate, is entirely at the discretion of the owner.

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

Tel: 01768 201042 Mob: 07704 146702

email: angela@keswickholidayhomes.co.uk