

# Old St. Michaels

## Terms & Conditions of Let

### Booking and Payment

- Please contact us to check on availability. Once you have made a provisional reservation, please fill in the booking request form. We will confirm our booking if at all possible and send you a booking confirmation/invoice. We will require a 20% deposit within 10 days of the date of your booking confirmation. Please note that this Initial Payment is non-returnable if you cancel your holiday.
- The remainder is due four weeks prior to commencement of the let, and failure to pay by this date will be deemed a cancellation. Should the time of booking be within four weeks of the start of your stay, we require the full amount to be paid as soon as you have received your booking confirmation.
- Please make your payments by cheque or bank transfer (bank details available upon request). Cheques should be made payable to **M & A Forsyth**. Sorry, we are unable to accept credit or debit card payments.
- Overseas visitors may pay in Euros by bank transfer into our German bank account, bank details available upon request.
- You must be at least 18-years old to make a booking.

### Duration of Let

- Unless otherwise agreed lets are on a weekly basis. Saturday – Saturday.
- Entry to the apartment will be granted at 4pm on the first day of the let. The apartment must be vacated by 10am on the last day of the let. The right is reserved to charge for an extra day if guests have not left by the time required.

### Prices

- Prices include electricity and heating, as well as all linen and towels.

### Cancellation

- If you have to cancel your booking please first telephone us and also confirm the cancellation in writing.
- Once you have made a firm booking, you become liable for the full balance payment. Upon receipt of your cancellation we will do our utmost to re-let the flat. If this is not possible, we regret that the full balance payment will not be returned. **It is therefore strongly recommended that guests arrange cancellation insurance.** Insurance leaflets can be picked up at any travel agents. **Note:** For cancellation insurance to be valid, it has to be taken out within a set period upon receipt of the booking confirmation.

### Number of Occupants

- The number of persons occupying the apartment should not exceed five. The owners reserve the right to terminate occupancy of the property without notice or refund in the case of a breach of this condition.

### Liability

- The owners do not accept liability for loss or damage to guests' personal belongings, and any belongings left behind at the end of the let will only be returned if the cost of postage is met.
- In respect of breakage, loss or damage, guests should report any deficiency that they notice on arrival, and any which occur during their visit. Where appropriate, guests will be liable to pay the replacement cost of the item broken, lost or damaged.
- Any defects should be reported immediately to the owner. We will do our utmost to rectify any persisting problems as soon as possible.
- The person held responsible for the hiring party will be the person who signed the booking form.

### Good housekeeping deposit

- Upon arrival we require a good housekeeping deposit of £50 payable in cash which will be refunded in full at the end of the let if the property is found in good order and no items included in the hire have been lost, damaged or broken.
- The apartment will be in a clean and tidy condition on arrival and guests are requested to leave it in like condition. The right is reserved to make a charge for additional cleaning if the property has not been left reasonably clean.
- The right is reserved to make an additional charge when excessive gas or electricity is used. Guests are expected to use gas and electricity as they would in their own home, i.e. by switching off appliances which are not required; by turning off the heating in warm weather; by keeping the windows closed in cool weather, etc.

### General

- Sorry, no pets allowed.
- Old St. Michaels has a No Smoking policy.

### Telephone

- There is a landline phone in the flat. Phone calls will be charged at cost at the end of the let. Sample Prices are displayed in the flat.
- There is also good mobile reception in Crieff.

### Access to the property

- The owners reserve the right to enter the property at any reasonable time for the purposes of inspection, repair work, etc.

