



Terms & Conditions - the Mouse House

Confirmation of Booking

We will confirm your booking with you in writing by e-mail (or by letter if preferred).

Deposits

The letter of confirmation will provide details of the deposit which is required to secure your booking. We ask that deposits be paid within seven days from the issue date of our letter of confirmation. Please note that your booking is not considered firm until the deposit payment has been received. Payments should be made by cheque or credit/debit card. An on-line card facility is not currently available. Cheques for the deposit should be made payable to "**Rowling End**".

Full Payment

Full payment for all self-catering accommodation is required **atleast six weeks prior to your arrival date**.

Cancellation

In the event of cancellation **more than four weeks before the start of your stay** your deposit will not be refunded unless the accommodation is re-let for the same period. Should cancellation take place **less than four weeks before the start of the holiday** the rental is payable **in full**. It is recommended that you consider taking out suitable holiday insurance. Should, for reasons beyond our control, the property be rendered unsuitable for letting on the dates booked, **all money paid will be returned in full** without further claim.

Dogs

Well-behaved dogs are permitted at the Mouse House by prior arrangement.

Bed linen and towels

Bed linen and towels are provided for guests for the duration of their stay at the Mouse House.

Smoking

Guests are requested to observe a no smoking policy.

Cleanliness / breakages / damages

You are responsible for any breakages or damage you cause to the property and its contents. Please report these before you leave (otherwise we will send you an invoice which will also include an administration charge of £25). Please note that we don't normally charge for minor breakages (e.g. glassware, crockery) provided that these have been reported. The Mouse House is thoroughly cleaned between holiday lets. However, because only a limited period is available, we ask that you leave the property and its contents clean and tidy. Please ensure that the oven and grill are left clean and foil lined as you find them.

Liability

We do not accept liability for damage, loss or injury unless caused by proven negligence or omission by ourselves, our employees or contractors, or agents of the same, whilst acting in the course of their employment. This includes loss or damage to vehicles and their contents, and to the personal possessions you bring with you.

Complaints

Should you find any faults or have any complaints during your stay, please advise us of these immediately so that any appropriate action can be taken. Any unresolved disputes may be referred to arbitration.

Mobile phones

Signals from most providers can usually be received in or near the property. This cannot be guaranteed, however.

Arrival

The Mouse House will be available from 3pm on the date of arrival.

Departure

Guests are requested to vacate the Mouse House by 10am on their day of departure. You are asked to leave the house in a clean and tidy condition. The owners reserve the right to make a charge for extra cleaning of £35 if the accommodation is not left reasonably clean and tidy.

Feedback

We provide a visitor's book at the Mouse House. We welcome your feedback and comments and would be very grateful if guests would sign it.

How to contact us

If you have any questions relating to these terms and conditions please contact Joanne Roberts.

Joanne may be contacted by telephone on:

017687 77025 or 07584 138622 or by e-mail at: joanne@rowlingend.co.uk

