

## San Ging Terms and Conditions

**Making a booking:** Weekly lets are from Friday to Friday or Monday to Monday. Short break lets are from Friday to Monday or Monday to Friday. Lets are available for full weeks only during peak periods. To make a booking guests must complete a booking form and pay a **deposit** of £200 per week or £100 for a short break. The **balance** is due 6 weeks before your stay. For bookings made within 6 weeks of the first night of the stay the full amount is required.

The house **accommodates** up to 8 people + 1 baby/toddler.

**Pets** are not accepted at San Ging.

**Housekeeping bond:** Guests are expected to treat the property and its contents respectfully. For first time guests a **£150** housekeeping bond is required in addition to the balance and will be returned to you after your stay when the house is left in a satisfactory condition. If however the house is left in a condition which requires additional cleaning beyond the usual level, a housekeeping charge of £50 will be deducted from the £150. In any case where subsequent cleaning/maintenance is required eg carpets, redecorating, etc the full £150 may be retained or an invoice issued, as appropriate. For all guests **damage** to small items eg glasses, crockery will not be charged for. If larger items are damaged the full £150 will be retained or an invoice will be issued, as appropriate. **Missing** items will be treated in the same way. Please report all damages and maintenance issues as soon as possible.

**Payment:** Payment is by cheque or bank transfer. See booking form for further details.

**Cancellation:** If it becomes necessary to cancel your booking please notify me as soon as possible. The period will be made available again and if a booking is taken the amount received will be refunded up to the total amount paid.

**Arrival:** Guests will be issued with arrival details to include the key safe code upon receipt of full balance payment and housekeeping bond.

**Forward Bookings Policy:** Guests wishing to book a stay for the following year can reserve their required dates by completing a booking form. The booking and the price will then be confirmed upon receipt of the usual deposit by January 31st in the year in which their stay is due. If no deposit is received by that time the reservation will be cancelled and the property will be made available again.

**Price includes** cleaning prior to arrival, central heating, hot water, electricity and use of wi-fi (provided to enable guests to look up local information, keep in touch with emails, work etc. Please do not download large files).

### Other Information

- The property will be available from **4.00pm** on the day of arrival.
- The key is in a key safe beside the front door. The code will be given to you on receipt of balance payment and housekeeping bond.
- Parking is on the drive or in the garage. Please do not park on the road.
- Please vacate the property by **10.00am** on departure and leave the key in the key safe.
- Bed linen is provided. **Please bring your own towels**, tea towels, paper products, etc. A few basic cleaning items are provided.
- The house is cleaned and beds made up prior to your arrival. For guests staying for two weeks a mid-stay freshen up to include fresh bed linen is included. If any further cleaning or clean bed linen is required at any other time please contact me for a price.
- Guests wishing to use the multifuel burner provide their own fuel.
- Young children: A travel cot, high chair and stair gate for the top of the main staircase are available. Families are most welcome at San Ging however supervision is expected.
- The house has many stairs and may pose difficulties for anyone with limited mobility. Please see the plans on the website for further details of the layout of the house.
- Guests are respectfully requested **not to smoke** inside the house.

Amended 1<sup>st</sup> January 2012