

## **Terms and Conditions**

Thank you for choosing to book with 8 Sandringham Court. 8 Sandringham Court is the private residence of Mr Ian and Mrs Hilary Hyde and we trade as Self-Catering Guest Accommodation as defined by Visit England. We look forward to welcoming you.

By making this booking, you understand that you are entering a legal agreement with us. Bookings are accepted on the following terms, please read our Terms and Conditions carefully.

You understand that this property only accommodates a maximum of four people per let and must not exceed this.

### **1. Deposit**

1.1 Deposits are made as £50 cheque only, payable to Mrs. Hilary Hyde and sent to the address: 20 Willow Bank, Ham, Richmond, Surrey, TW10 7QX. This secures your reservation for the dates specified. We reserve the right to refuse any booking.

1.2 £50 deposits are non-refundable. In the event of cancellation you will receive a refund for payment of your holiday minus the £50 deposit. In the event we are able to re-book your holiday for the full duration of your stay, you will receive the £50 refund.

1.3 The remaining balance must be paid 6 weeks prior to the start of your holiday. We will not post the keys to you until we have received full payment.

### **2. Offers**

2.1. All offers are subject to availability.

2.2 '3 Nights for the Price of 2' excludes Christmas period, New Year and school holidays.

### **3. Keys**

3.1 Keys are posted two weeks prior to the start of your holiday.

3.2 In the event of last minute booking, alternative arrangements can be made.

3.3 Keys are to be returned to us using the S.A.E. envelope enclosed on key despatch. Failure to return or loss of one or all keys will result in a £30 charge to cover the cost of replacing all three keys.

### **4. What you will receive**

4.1 All prices include electricity.

4.2 Bed linen is provided.

4.3 Guests are required to bring their own tea towels, bath towels, and hand towels as these are not provided.

4.4 Wi-fi and a landline telephone are not provided.

## **5. Cancellation**

5.1 Cancellation must be notified by post, email or telephone only and will only be effective once received by us.

5.2 In the event of a 'no show' (that is when you do not cancel your booking but do not arrive for your stay) you agree that you are liable for the full cost of the holiday and are not entitled to any refund.

5.3 We would only cancel your reservation for reasons beyond our control. However, we would attempt to find you a suitable alternative. If we were unable to find you suitable accommodation prior to the start of your stay, you would be refunded the full monies paid by you (including the £50 deposit). If we were able to find you suitable accommodation, the non-refundable deposit policy holds good. Our liability does not extend beyond this refund.

## **6. During your stay**

6.1 Your arrival time should be after 3pm on the first day of your holiday and departure time before 10am on your last day. These are negotiable in exceptional circumstances.

6.2 There is a parking space provided for one car in the undercover car park below the property which is accessed on foot via the sloped pathway at the side of Sandringham Court. This will accommodate one car only. Cars parked there are at the risk of the owner; we are not liable for any damage, loss or theft from any vehicle however it is caused.

6.3 The flat entrance is 6 steps down from street. Please consult the Access Statement, which can be found on the 'Our Flat' page of our website, for more detailed information.

6.3 We are not liable for any loss due to unforeseen circumstances e.g. illness, adverse weather conditions and theft. It is the responsibility of guests to ensure you have the appropriate travel insurance.

6.4 We do not accept liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves.

6.5 This is a strictly non-smoking property.

6.6 Children under 7 and pets are strictly prohibited. Maximum of two children only per let is permitted.

6.7 Noise must be kept to a minimum at all times as the block is occupied by permanent residents.

6.8 There are Fire and Emergency Rules located on the noticeboard in the kitchen of the property and a fire alarm in the hallway of the property. All fire alarms must be considered as

evidence of a fire and you should act accordingly until you are informed otherwise. In the event of a fire alarm, the assembly point is outside by the steps to the property.

### **7. After your stay**

7.1 Guests are responsible for leaving rooms in the condition they were in upon your arrival. The lead named guest is liable for any damages or breakages discovered by the housekeeper after your departure. The lead named guest is liable for any irreversible damage caused to the property caused by themselves or any member of the party. Irreversible damages means bleach stains, wine stains, hair dye, food dye, significant scratches to tables and surfaces measuring equal to or more than 3mm depth, vomit and other bodily excrement, make-up etc.

7.2 We accept no responsibility for items left behind after your stay. Small items will be returned to you by post. A £5 handling charge will be made for this service; larger items will have a higher handling fee. Unclaimed items of lost property will be disposed of after four weeks.

### **8. Your Data**

8.1 Any data collected will be stored on our computer(s).

8.2 With your permission, we may contact you from time to time to let you know about promotions and offers.

8.3 Your data will not be passed on to a third party.