



## Terms and Conditions of Hire

Please note that all bookings for East Lodge will be subject to the following terms and conditions:

### 1) General

- 1.1 The length of stay the hirer pays for at the property is called the booking period. The minimum booking period is three nights. Bookings for one or two nights may be accepted if the hirer agrees to pay for three nights.
- 1.2 The property will be available from 3.00pm on the date of arrival. The property must be vacated before 10.00am on the departure date, unless alternative arrangements have been made with us prior to arrival.
- 1.3 The rental price for the booking period includes the following (subject to normal levels of usage commensurate with the length of stay at the property):
  - a) Electricity, gas and water;
  - b) Wi-Fi (subject to the fair use policy of the internet service provider for East Lodge) – note that landline calls are not included;
  - c) Linen and towels (use of linen and towels from East Lodge stocks in addition to those left out for guests will incur additional charges – contact the proprietors for details);
  - d) Cleaning products, washing powder, toilet rolls and a selection of basic toiletries; and
  - e) Pet bedding and bowls etc. (if required).
- 1.4 The property will be used for holiday purposes only. The maximum number of guests and pets will be as specified by the hirer on the booking form.
- 1.5 The hirer shall leave the property in the same clean and tidy condition as she/he found it; otherwise a £50 cleaning charge will be incurred.
- 1.6 No smoking is permitted inside the property. If guests smoke in the yard area, cigarette ends must be gathered up and disposed of in the dustbin.
- 1.7 The hirer will be responsible for the costs of any breakages, damage or missing items. These must be reported to the proprietor as soon as possible.
- 1.8 The proprietors reserve the right to request a prepaid returnable security bond to cover potential breakages or damage to the property or its contents, or any missing items. This deposit will be repaid to the hirer at the end of the stay on condition that no breakages or damages have occurred which require repair or replacement, no items are missing, and no significant extra work needs to be undertaken by the proprietors. Full details will be sent to hirers at the time of booking.
- 1.9 The hirer is responsible for reporting any maintenance issues to the proprietor as soon as possible.
- 1.10 The proprietors shall be allowed to enter the premises for all reasonable purposes.
- 1.11 The proprietors accept no responsibility for personal injury to the hirer and/or members of her/his party, or loss of or consequential loss or damage to their property, or for other matters over which the proprietors have no control.

- 1.12 The proprietors reserve the right to refuse bookings from those partaking in blood sports or any form of hunting. Firearms (including air rifles) are not permitted on any part of the East Lodge premises.
- 1.13 The proprietors reserve the right to refuse entry, and to demand the immediate removal of any persons, including friends or associates of the hirer, not complying with the conditions of hire, or for conducting themselves in an unreasonable or illegal manner.

## **2) Deposits and payments**

- 2.1 Stays commencing more than eight weeks from the time of booking will be secured by the payment of a non-refundable deposit equating to 50% of the rental costs. Stays commencing within eight weeks of the time of booking must be paid for in full at the time the reservation is made.
- 2.2 Where a deposit has been paid, the balance will be payable 14 days prior to the arrival date at the latest. If the balance is not received 14 days prior to the arrival date, the booking will be deemed to be cancelled and the deposit forfeit.
- 2.3 In the event of cancellation the proprietors may re-let the property.
- 2.4 The hirer is responsible for arranging appropriate cancellation insurance. Any decision not to do this on the part of the hirer constitutes acceptance of responsibility for any loss incurred in the event of a cancellation.
- 2.5 In the event that the property is unavailable due to unforeseen circumstances (e.g. fire or flood), the proprietors will refund all monies paid by the hirer, but no further compensation or consequential expenses.
- 2.6 In the event that the hirer and/or one or more members of her/his party is unable to leave the property for any reason (medical or otherwise) at the end of the booking period the following terms and conditions will apply without exception:
- a) The hirer will be responsible for paying the cost of the extra period spent at the property;
  - b) The cost will be determined by the tariff on the East Lodge website for the relevant time of year and will be due on the first additional day spent at the property;
  - c) A minimum of one full week's rental price will be due. If the property is completely vacated before one week has passed the proprietor will refund the relevant proportion of the additional fee paid (subject to any additional cleaning or damages costs); and
  - d) If the hirer and/or one or more of her/his guests is still unable to leave after a week has passed then a further week's rental fee will be due on that day. This process will be repeated until such time that the hirer and all members of her/his party have completely vacated the property.

## **3) Dogs**

- 3.1 We welcome dogs at the property, subject to the following conditions:
- a) Dogs must be under control at all times in both the property and its environs;
  - b) Fouling must be cleared up without delay;
  - c) Dogs must not lie on beds or furniture unless protective covers are used; and
  - d) Dogs must be kept free of parasites and fleas.