

Gensing Lodge

Booking Terms & Conditions

'We' refers to Gensing Lodge. By making a booking, you agree that:

Booking and Payments

We ask for full payment of your stay to be made once your booking is confirmed. We understand of course that sometimes unforeseen circumstances happen and if you let us know in advance, we will put your booking of Gensing Lodge immediately back online. We promise that if we find an alternative booking all moneys will be refunded minus a £200 administration charge. If we can't find a replacement, please understand we cannot refund any costs you may have incurred. See also Point 4 cancellation for more information.

Arrival and Departure:

Gensing Lodge will be ready for you to take over at any time after 3pm at the start of your holiday. In case you need to arrive early, please make sure to contact us and we will see if you can leave your luggage while the cottage is cleaned.

For the same reason, please note that you should leave your cottage by 10.00am on departure day. Please leave the apartment and its contents clean and tidy if you can.

Hirer's Obligation

The Hirer agrees:

To pay for any breakages, losses or damage to the property. To take all reasonable and proper care of the property and leave it in a clean and tidy condition at the end of the tenancy.

To permit us reasonable access to the property to carry out any urgent maintenance.

Not to sublet or share the property except with persons nominated when booking. The maximum number of persons allowed at the property is six which is clearly stated and must not be exceeded. (We reserve the right to terminate the hire without notice and without refund in case of a breach of this condition).

Smoking

This is a non-smoking property, please refrain from smoking in the property at all times.

Pets

We regretfully cannot permit pets as there is no outside space and for the consideration of future guests and exposure to allergies etc.

Cancellation

If you wish to cancel the booking please advise us **immediately by e-mail**. Upon receipt of the email we will use our best endeavors to obtain a replacement letting and, if such replacement is obtained, will then refund you (less a £200 admin fee) of any monies paid. If we are unable to re-let then we shall be entitled to retain all payments already made.

Transfer booking – if you wish you can transfer your balance to a new booking if you cancel your booking at least 2 weeks prior to your holiday. An administration fee of £200 will apply.

Non-Availability of Property

If, for any reason beyond our control, the property is not available on the date booked, all rent paid in advance will be refunded in full. The Hirer shall have no further claims against Gensing Lodge.

V.A.T.

Hooray – there is no extra charge for VAT.

Bed Linen

All bed linen is provided and beds are fully made up and ready for your arrival.

Bath, hand towels, and tea towels are also provided.

Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint we are anxious that remedial action is taken as soon as possible. It is essential that you contact us immediately if any problem arises so that it can be speedily resolved. Discussion with us whilst you are in residence we hope will rectify shortcomings straight away. If after this you feel that the complaint still remains unresolved then notify us in writing, within 7 days of returning from your holiday. Please help us to help you by following this procedure which is designed to effect the speediest possible investigation and rectification of complaints. We cannot subsequently consider any complaints or enter into any correspondence about them unless this procedure has been followed.

Liability

We will not be liable to you or any member of your party for any loss of damage to person or property, arising from the letting.

Holiday Cancellation & Emergency Expenses Insurance

We recommend that you take out cancellation cover insurance for all members of your party.