

QUARRY HILL CHURCH - TERMS & CONDITIONS

Defined terms

“Owners”, “Us”, “We” - Marty and Melanie Hamill

“You” or “Your” – the person making the booking

Booking

After communication by phone / email we will confirm the dates and cost of your booking. By proceeding with your booking you are deemed to have accepted these terms and conditions.

Payment

A deposit of 25% is required to confirm the booking with the balance due 6 weeks before your arrival date. Should a booking be made less than 6 weeks from the arrival date then full payment is required. Bookings cannot be accepted from persons under 21 years.

Cancellation Policy

Please contact us immediately should you need to cancel your reservation. In all cases of cancellation the booking deposit will be forfeited. Should cancellation occur less than 6 weeks prior to the date of arrival the full cost of the booking will be forfeited. We will make every effort to re-let your cancelled dates, if this is possible we will not seek to benefit from your cancellation and will refund in these circumstances.

We would only cancel your booking for exceptional reasons. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your booking. Our liability for cancellation will be limited to payments made to us. Our liability shall not extend beyond this refund. We strongly recommend you obtain travel insurance cover for your stay.

Arrival and Departure Times

Check in is possible anytime from 3pm on arrival day and check out no later than 11am on your departure day. Some flexibility may be possible depending on the arrival and departure of our other guests, please ask.

Occupancy

The maximum occupancy of 10 persons (not including infants 2 and under) must not be exceeded under any circumstances unless by explicit prior agreement. You must not significantly change the makeup of your party during your stay. In no circumstance can you transfer your booking to another person, re-let or sublet the property.

No Smoking Policy

We operate a strict no smoking policy anywhere inside the property.

Pets

Pets are not allowed under any circumstances.

Your Responsibilities

You are responsible for the property during your stay and are expected to take all good care of it. You must read and abide by the information in our welcome guide in relation to operation of equipment and rules for use of the property. The property must be left clean and tidy at the end of your stay with rubbish placed in the external bins.

You are responsible for any breakages or damage or for any loss of equipment in the property during your stay and may be required to pay repair or replacement costs. Minor breakages / wear and tear is inevitable and we will not seek to penalise you for this. You must inform us of any breakage or accidental damage as we need to put it right prior to arrival of next guests.

You must respect our neighbours at all times, not cause nuisance of any kind and keep noise to a minimum, especially at night.

You are required to allow us or any representative of ours to enter the property at any time to undertake essential maintenance or for inspection purposes.

It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to comply with these terms may lead to termination of the contract and loss of the booking.

Events

You may not host any type of event/function/party in the property without the explicit agreement of the owners in advance of the booking.

Disclaimer

No responsibility will be accepted by the owners for any personal injury to you or any member of your party. No liability will be accepted for accident or loss of, or damage to personal effects, baggage, car or any other item belonging to you or any member of your party. You must take all necessary steps to safeguard your property and ensure the personal safety of yourself and your party.

Complaints

We take great pride in ensuring that every aspect of our property is in perfect condition prior to your arrival. Very occasionally things go wrong, if this happens we want to know about it. If you are dissatisfied with any aspect of the property, please contact us immediately and we promise to make every effort to resolve the problem quickly.

Privacy policy

We are committed to protecting the privacy of our guests and the confidentiality of any information that you provide us with. We are required by law to record certain details such as the name, address and nationality of guests. We do not supply any guest data to third parties. We may use it to advise our guests of promotions, discounts or events which we feel may be of interest to them, unless expressly instructed otherwise in writing. Information supplied to us is stored on a computer system and we take all reasonable precautions to ensure this is secure.