

San Ging Terms and Conditions



Upon receipt of payment it will be deemed that guests have **accepted** these terms and conditions. The person named on the booking form must be over 18 and accepts responsibility for adhering to them.

Booking information

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. Changeover days may vary over the Christmas period. Bookings are accepted for 7 nights only during peak periods. To make a booking guests must complete a booking form and pay a **booking deposit** of £200. The **balance** is due 6 weeks before your stay. No invoice will be issued. For bookings made within 6 weeks of the first night of the stay the full amount is required.

Occupancy: The house accommodates up to 8 people in bed spaces + 1 baby/small child. This shall not be exceeded except by permission of the owner. Bookings will not be accepted for groups of people under the age of 18. **Pets** are not accepted at San Ging. The house is **let** under a licence to occupy for the agreed period and for the purpose of a holiday. The owner shall have access at any reasonable time for essential purposes if necessary. Please be aware that most of the residents in the cul-de-sac are full time residents and avoid creating any disturbance for them.

Housekeeping bond: Guests are expected to treat the property and its contents respectfully. For first time guests a **£200** 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 £200. In any case where subsequent cleaning/maintenance is required eg carpets, redecorating, etc the full £200 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 £200 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: Preferred payment method is by bank transfer or deposit, sort code: 40-47-84, acc. 14206177, HM Ball. Please use your and last name as a reference and advise me that you have made the payment. Payment may also be made via Paypal, and card payment is available via Innstyle (2% surcharge). If you wish to use either of these methods please contact me and I will issue a payment request. Alternatively make cheques payable to **HM Ball** and forward to: Ms H Ball, 5 Grange Park, Keswick, CA12 4AY. Any card payment or bank fees, or discrepancies in foreign exchange rates, must be covered by guests.

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 75% of the amount received from you will be refunded, the remaining 25% being retained as an admin charge.

Arrival: is after 4.00pm. Full arrival details, including the key safe code, will be given upon receipt of full balance payment and housekeeping bond. **Departure** is by 10.00am unless agreed otherwise.

Price includes cleaning prior to arrival, bed linen, central heating, gas, hot water, electricity and use of wifi. Towels are available to hire.

Complaints procedure: Any complaints should be made in writing to myself. If the issue cannot be resolved please forward to Quality In Tourism.

Please direct **all correspondence** to myself, details below.

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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 try not to 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. Guests usually bring their own **towels** but you may hire them from me for £2.50 per person (bath towel plus hand towel). Please let me know if you require towels in advance.
- 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 is a split level property and therefore has a few more stairs than usual. This may pose difficulties for anyone with limited mobility. Please see the plans on the website for further details of the layout of the house.
- The owner expects that guests will respectfully **not smoke** inside the house.
- The Welcome folder left inside the house for guests provides general information about the using the house, the wifi code, and includes departure information.

www.sangingkeswick.co.uk
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Helen Ball
5 Grange Park, Keswick, CA12 4AY
Tel. 017687 75890, 07720 034494
helen@sangingkeswick.co.uk