

San Ging Terms and Conditions



Upon receipt of payment it will be deemed that guests have **accepted** these terms and conditions. Any breach in these terms may result in guests being asked to leave and/or the bond being retained. The lead person named on the booking 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 usually from Friday to Monday or Monday to Friday. Changeover days may vary over bank holiday periods. Bookings are usually accepted for 7 nights only during peak periods. To make a booking guests must complete a booking form and pay a 25% **booking deposit**. The **balance** is due 6 weeks before your stay. No invoice will be issued. For bookings made within 6 weeks of arrival the full amount is required. **Prices** and **discounts** are displayed on the current price list. Prices are regulated by San Ging regardless of where advertised. No discounts will apply if the booking is made through a third party eg HomeAway, other than Innstyle.

Occupancy: The house accommodates no more than 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 as 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 providing the house is left in a satisfactory condition. **Departure** information is provided in the Welcome folder in the house. If 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, replacing large items, etc the full £200 may be retained or an invoice presented as appropriate. Missing items will be treated in the same way. Damage to small items eg glasses, crockery will not be charged for. Please report all damages and maintenance issues as soon as possible so they can be rectified.

Payment: Preferred payment method is by bank transfer or deposit, sort code: 40-47-62, acc. 58768781, 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. If you wish to use either of these methods please contact me and I will issue a payment request.

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. No refund will be given after arrival. If it becomes necessary for the owner to cancel the booking for any reason in advance of your stay, as much notice will be given as possible and any payments received will be refunded in full.

Arrival: is from 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.

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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 Visit England Assessment Services.

Other Information

- The property will be available from **4.00pm** on the day of arrival. If guests arrive before then and preparation is complete, entry is permitted. If preparation is not complete guests may leave their belongings in the utility room and go out until preparation is complete.
- 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 (if applicable).
- **Parking** is on the drive or in the garage. Please try not to park on the road or in the turning circle.
- 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.
- Please vacate the property by **10.00am** on departure. Failure to comply with the departure instructions may result in an additional cleaning charge being taken. It is important to remember the house is prepared for you as opposed to being cleaned up after you.
- 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 respectfully do **not smoke** inside the house.
- It is important that you **read the Welcome information** which has details regarding heating, waste collection, wifi, departure information, etc.
- Please direct all correspondence to myself, details below.

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