

Keswick View

Booking Conditions 2020/21 (Covid-19 Update)

1. Guests

The person making the booking (the Party Leader) by must be over 18. You are responsible for the condition of the property and for the behaviour of your party, **particularly adherence to Keswick View's Covid-19 Guidelines**. You must take good care of your apartment during your holiday and leave it clean and tidy when you depart. Any breakages/damage must be reported to us as soon as reasonably practical after they occur.

A contract is formed between ourselves and the Party Leader when we send written confirmation of your booking to you by post or email.

2. Arrival/Departure

So that apartments can be serviced and inspected to meet our Covid-19 cleanliness requirements between lets, holidays **start at 4pm** on arrival day and **end at 9:30am** on departure day.

Arrangements for key collection/drop-off are detailed in the holiday confirmation letter, which will be sent on receipt of full payment.

3. Payment

For bookings made more than 4 weeks before the start of the holiday we require a deposit of £100 per apartment per week booked.

The balance of the holiday cost must be paid not less than 4 weeks before the start of the holiday. If we do not receive payment by that date, you will be liable to lose your reservation and deposit.

If you book within 4 weeks of your holiday, the whole of the holiday cost must be paid with the booking.

UK payments will be accepted by bank transfer, credit or debit card, cheque or cash. Foreign payments are only accepted in sterling by bank transfer or credit card.

4. Occupancy

Each apartment can accommodate up to four adults and children. An additional 'Z' bed is available for use in Castlerigg apartment, subject to extra charge.

We reserve the right to refuse a booking or cut short a holiday if the numbers, composition or behaviour of the party is, in our opinion, unsuitable or likely to have an adverse impact on other guests. Sub-letting of the apartments is not permitted.

5. Children & Pets

Children are welcome at Keswick View. We have limited complimentary facilities for babies and toddlers (cot/high chair), so these need to be reserved in advance.

Pets are not allowed in our apartments.

6. Linen

Bed linen is provided. Towels are available on request, subject to extra charge.

7. Wi-Fi

Complimentary wi-fi is provided. Service availability is on a 'best endeavours' basis, but this cannot be guaranteed.

8. Gas/Electricity

Electricity and gas central heating costs are included in the rental charge.

9. Smoking

Smoking is not permitted within apartments or shared areas.

10. Car Parking

Keswick View's car park has one marked space per apartment. You are asked to respect other guests while

parking, particularly if bringing an additional vehicle. Public car parking is available locally.

11. Access

The property owners and our representative(s) must be allowed access to the property at any reasonable time for essential maintenance or other legitimate purpose, such as a *VisitEngland* quality inspection. Wherever possible, we will try to arrange such visits in advance.

12. Problems & Complaints

If you have a maintenance or cleaning-related problem while staying at Keswick View, contact North Lakeland Management on:

Tel/Fax: 01768 771392 Mobile: 07818 085958

We will try to resolve your problem as quickly as practical.

Any other complaints relating to your stay should be sent to andrew.newton@keswickview.co.uk.

No complaints will be considered after completion of your holiday, unless raised when they arose during your stay.

13. Cancellation & Re-Letting

If, for any reason, you need to cancel your holiday more than four weeks before the planned arrival date, then the deposit will be forfeited. We may be able to reschedule your holiday, subject to agreement and availability.

In the event that it is necessary to cancel the holiday less than four weeks before the planned arrival date, *you are liable for the full holiday cost*. If we are able to re-let the apartment, then we will refund the balance of the actual rental received by us, less your deposit and a £50 administration charge.

You are strongly advised to take out holiday insurance to cover cancellation due to unavoidable circumstances, such as ill health, hospitalisation, death in the family etc.

14. Cancellation by Ourselves

In the event that your apartment becomes unavailable due to reasons beyond our control, we will try to provide alternative accommodation. However, should this be impossible or unacceptable, all money paid to us will be returned in full and we shall not be under any other liability.

15. Responsibility

We regret that we cannot accept any responsibility for any lost property left behind at the end of your stay. We will make every reasonable effort to return lost property.

16. Liability

In the event of any accidental damage occurring in the property during your stay you may be held liable to pay the excess on any resulting insurance claim made by ourselves, or to pay in full should the amount be less than the excess.

No liability is accepted in respect of loss or damage to guests, your baggage, car or contents resulting from adverse weather conditions, sickness, injury, riot, war, strikes or for loss or damage by a third party. This does not exclude liability for the actions of our employees, agents or subcontractors.

17. Property Information

We try to ensure that all information provided by ourselves is accurate, including our website, third-party websites, orally or in our literature. All information is provided in good faith. However, no errors or omissions will create any liability on behalf of the owners.

We accept bookings on the understanding that you have read the description on our current website. The website and booking conditions supersede all previous issues.