

Kennerley House Terms and Conditions

Our Contract

These are the conditions of the contract between yourself and the Partner's of Kennerley House. When you book accommodation, a contract is made when you confirm your booking ("the Confirmation Date"). By signing and returning a copy of these Terms & Conditions together with your completed booking form, you accept these conditions on behalf of all the members of the party and accept responsibility for paying for the whole stay. You must be at least 18 years old to make a booking with us

General

The Old Apple Store and /or Badger's Cottage are offered for self-catering on a weekly basis, usually Friday to Friday (3.00pm on date of arrival to 10.00am on date of departure). Bed & Breakfast guests are requested to vacate their room by 10.30 a.m. to allow maximum flexibility of arrival time for incoming guests.

Properties may be let (for a single booking) up to a maximum of 30 consecutive days in any one calendar year.

Guests are entitled to quietly use and enjoy the property for the contracted period.

No Smoking

Smoking is not permitted in The Old Apple Store, Badger's Cottage or Kennerley House.

Deposit

A 25% deposit is required at the time of booking, to reserve your accommodation. A 40% deposit is required for Easter Bank Holiday, July-August & Christmas/New Year. Deposits payable by cheque only.

Balance

The balance must be paid one month prior to arrival (paid by cheque) or in full if less than one month at the time of booking. (Payable by cheque.)

Cancellation

In the event of you cancelling, please advise us immediately. We will make every effort to re-let the accommodation and if we are able to do so will refund your payment, less an administration charge of £50. Accordingly, it is important that cancellations are intimated to us by telephone followed up by immediate written confirmation. If we are unable to re-let all monies are forfeited. We strongly recommend that you ensure that you have adequate Holiday Insurance cover.

Equipment

Each property is furnished and equipped to cater for the stated permitted occupancy and includes pots & pans, crockery, glassware, microwave, fridge, hairdryer, iron and

ironing board. Major items of domestic equipment are listed in individual property details. Details are thought to be correct at time of going to press. However, if any items are of particular importance, e.g. washing machine, video etc., please check with us beforehand.

Please note that The Isle of Wight has poor TV reception and channel choice is restricted.

All bathrooms feature showers, not baths. A baby bath is available though for our youngest guests.

Arrival and Departure

Vehicles may be parked close to each property to allow ease of unloading on arrival (and loading on departure) but guests are then respectfully requested to park them in the designated area.

Guest Numbers

The number of people occupying the properties must not exceed the number stated in our booking confirmation without written approval from us. We reserve the right to terminate the occupancy of the property without notice or refund in the case of breach of this condition

Cleaning, Damages and Breakages

The Old Apple Store & Badger's Cottage should be left clean and tidy and in the same good condition you found it. If damages or breakages during your stay, you will be charged for replacements and repairs at the prevailing rate. Given that we may have guests arriving shortly after you depart and that they will expect the property to be in good condition when they arrive, we reserve the right at our sole discretion and at your expense to use such means as may be necessary to make good any damages or breakages in the shortest time possible so that incoming guests will not be disappointed.

Please note we reserve the right to charge for any additional or heavy cleaning required after you leave.

Linen

Full bed linen and duvets are provided as are bath, hand and tea towels. We ask that you please bring your own beach towels for use at the poolside, but in the event that this request is overlooked, towels can be hired at a cost of £5.00 per towel per week.

Cleaning

Properties are cleaned thoroughly between each let. However, as only a limited period of time is available to clean properties, it is a condition of your let that you leave the property and its contents clean and tidy.

Pets

Sorry no pets.

Parking

We have allocated specific parking spaces for our self catering guests (very close to the accommodation).

Complaints

It is important to us that you enjoy your holiday and every effort has been made to ensure this. However, in the unlikely event of dissatisfaction with the property or any subsequent problem, please contact us immediately so that the opportunity to rectify the problem is given. Under no circumstances will any refund be considered if the property owners have not been given the opportunity to rectify any problems during the Hirer's let

Liability

The Partners of Kennerley House do not accept any liability for any act, omission, default or neglect by themselves, their employees or agents for damage or loss to persons or to their belongings, vehicles or contents. Amenities such as swimming pool etc. are used entirely at the guest's risk.