

Chipping House – Terms and Conditions

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We recommend that you read carefully this information prior to making a booking.

Smoking

Inside Chipping House, there is no smoking. However, you may smoke outside in the garden (but not in the garden room).

Pets

We regret that pets are not allowed at Chipping House.

Booking in and out times

Chipping House is available from 4pm on the start date of your booking.

You need to vacate the house by 10am on your departure date.

Changeovers

Changeovers days are Mondays and Fridays.

Breakages, losses or damage

We do not take a good housekeeping bond for breakages, losses or damage but we have an honesty policy. You complete a form before departure detailing anything that you have accidentally broken, lost or damaged and leave a payment for this. We may charge the person who made the booking if we believe that the payment is insufficient.

Cleaning

Chipping House is cleaned between each booking. However, only a limited period of time is available to clean the house. Therefore, a condition of your booking is that you leave Chipping House, and its contents, as you find it. Any unreasonable cleaning may be charged for.

It would be helpful if beds could be stripped and any used linen and towels left in the hall.

Please wash all cutlery and crockery before departure.

Furniture

All furniture must be returned to the place in which it was found upon arrival.

Keys

You will return the keys of Chipping House to us on the day of departure. Failure to do so may result in you incurring a charge for us to change the locks.

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, you should immediately contact either Anthony and Catherine Alexander or Winnie (our housekeeper) so that there is an opportunity to rectify the problem.

We cannot deal with any complaints received on departure or when you return home because it is not possible to correct or investigate the complaint effectively at that time. However, feedback comments are always useful and, in the back of the Guests' Manual at the house, there are feedback forms for you to complete.

Access

You must allow our housekeeper, contractors or us access to Chipping House at all reasonable times during your stay for the purposes of inspection or to carry out repairs or maintenance.

This is a holiday booking

The booking of Chipping House confers upon you the right to occupy for a holiday within the meaning of schedule 1, paragraph 9 of the Housing Act 1988. It is booked to you and is to be used for the purposes of a holiday only. No rights to remain in the accommodation exist for you or for any member of your party. Therefore, at the end of the booking, you will vacate Chipping House.

Description of Chipping House

All descriptions in any literature about Chipping House have been made in good faith and believed to be correct, but their accuracy is not guaranteed.

We reserve the right to amend prices/descriptions quoted in the brochure or on the website due to errors and/or omissions.

Whilst every effort has been made to describe as fully as possible the property, changes may have been made that have yet to be advised. Therefore we cannot be held responsible for any disappointment caused where a customer has differing expectations to those detailed in the description.

Insurance

It is your responsibility to take out all necessary insurance for possible travel problems, sickness, accidents, death etc. We do not include any form of insurance in our holiday lettings, nor can we accept any claim relating to holiday insurance of any sort. We shall have no liability to you for the death or personal injury to you or any member of your party, unless it results from our act or omission.

We recommend that your insurance cover includes losses of and damage to personal belongings.

Neither you nor any member of your party must do anything to make void or voidable any insurance policy.

External factors

We cannot accept responsibility for breakdown in public or local supplies, including water or electricity, or for any claims against inconvenience caused by building works that may be deemed as necessary by us.

In the case of any breakdown in public supplies, you need to notify immediately Winnie, our housekeeper, or Anthony and Catherine Alexander (owners). We will use our best endeavours in conjunction with the service company concerned to correct the fault as soon as possible.

We do not accept responsibility for work taking place outside the boundary of the property nor for any noise or nuisance arising from works over which we have no control.

We cannot accept liability for events that occur outside our control, such as normal breakdown of domestic appliances, plumbing, wiring and damage resulting from exceptional weather conditions. Once advised of a problem, we will take immediate action to try to affect a speedy solution, minimizing any inconvenience caused.

Personal possessions

Personal property that you take to Chipping House is at the risk of you or your party and no liability or responsibility can be accepted for loss of or damage to such items. Personal property left by you or a member of your party can be forwarded upon receipt of the anticipated postage plus a minimum-handling fee of £5.00. Unclaimed articles will be disposed of after a period of 28 days.

Parking

Private off-road car parking is available at Chipping House but use of this is entirely at your own risk.

Loss, injury or damage to you

We do not accept any responsibility for loss, injury or damage to you or to any member of the your party or their property, arising in any manner out of the booking of Chipping House, however caused.

The person making the booking

You must be aged 18 years or over.

You (as the person who makes the booking) are considered as the person who shall ensure that Chipping House is left in a clean and orderly condition.

You or any members of your party are prohibited from sub-letting Chipping House or any part of it.

The number of people occupying the premises shall not exceed eleven people.

You will undertake to prevent any member of your party from causing a nuisance or disturbance to neighbouring residents or occupiers.

You will leave Chipping House secure if left unoccupied during the booking.