

# 129Didsbury

## Terms and Conditions

### Prices

Our pricing structure is designed to be as easy as possible for all and unless we have a special offer, our prices are the same irrespective of the season.

Errors do occasionally occur so we reserve the right to correct any error in advertised and/or confirmed prices.

The prices stated in any of our literature are cash prices in pounds sterling. We request all payments are made in pounds sterling.

### Booking, Confirmation and Payment

We have tried to make reserving 129Didsbury as positive and hassle free an experience as possible. You can book as far in advance or as close to the date as you like, but of course the longer you leave it the less likely the property will be available.

If you book more than 8 weeks in advance we ask for 50% of the cost of the stay as a non-refundable deposit to secure the property for your chosen dates. The balance is due 8 weeks prior to the commencement of your stay and which is also then non-refundable. If we do not receive the required deposit and/or balancing payment within the time limits stipulated we will assume you no longer want the property and we will cancel your reservation.

If you are booking within 8 weeks of your stay we ask for 100% of the cost of the stay as a non-refundable payment.

By making a full or deposit payment you are accepting these terms and conditions.

We have equipped the property to a high standard so we do also require a refundable breakage deposit of £500.00 ('the Security Deposit'). This will be used to cover costs incurred due to repair, replacement or loss as a result of damage caused during your stay. These charges can include but are not limited to costs for excessive cleaning required if the property is not left as you found it, costs for repair or replacement due to damage caused, costs for what is considered as unreasonable use of utilities such as electricity based on our experience.

You can pay by bank transfer or cash. We choose not to take credit cards so nobody has to pay bank fees.

Once we have received your payment in cleared funds, we will send you confirmation of your reservation. We ask that you inform us within 7 days if any details are incorrect. If you want to add something later just get in touch.

## **Cancelling or changing your reservation**

If for some reason you need to cancel and change your reservation we've tried to make that easy too.

If you cancel more than 8 weeks before your deposit is non-refundable and for cancellations within 8 weeks of your stay the full payment is non-refundable. Do let us know as soon as possible so that we can make every effort to contact others that may want to stay in the property at that time,

Cancellation must be confirmed either by email or post before we will make the weeks available for someone else to take.

If you use email or post and you don't hear from us within 3 days please get in touch again.

If we do re-book the property for the whole or part of your intended stay we will refund the relevant proportion of your payment less an administration fee of £40.

If you need to change the date of your stay we will be as flexible as possible to accommodate your wishes; dates can be amended up to 8 weeks before your stay for a charge of £40 and subject to availability. Within 8 weeks of your stay this will be treated as a cancellation (see points above).

You are strongly recommended to take out holiday insurance, personal liability, personal accident and medical expense insurance to cover any such eventualities.

Once your reservation is confirmed we will make every effort to provide you with the property experience that you have booked. However in extreme circumstances outside of our control (known as Force Majeure and which includes type of events for example such as; natural disasters causing flooding or fire) we may be forced to cancel your booking completely.

## **Once you arrive**

The property is arranged for a particular number of people to enjoy the experience, and this must not be exceeded as it deters from the 129Didsbury experience for all.

To allow us to fully prepare the property you should arrive after 4pm and vacate by 10.30am on the day of departure unless otherwise agreed with us.

129Didsbury has been designed so that whatever the weather you should have an enjoyable and memorable experience but please note that if you are subject to inconvenience due to weather conditions, it is with regret that the weather is one of those finishing touches for which we cannot accept any responsibility.

129Didsbury is strictly a no smoking property.

During your stay please consider others; neighbours, the owners and the next guests.

Pets are not allowed.

Accidents do happen but please take reasonable care of the Property and its contents; basically leave it as you found it. If you do break or damage anything please let us know so that we can remedy it for you or at least for the next guest.

By making a full or deposit payment you are accepting these terms and conditions and therefore you are agreeing to pay for such repair, replacement or loss as a result of damage caused by you or member of your party. Costs will be billed to you by 129Didsbury after your stay, and will need to be paid within seven days of receipt.

To allow us to provide a great property experience we may need access to the Property during the period of your stay.

In the unlikely event that we have to ask you to leave because of your behaviour or, even worse, you decide to you do not want to stay for the duration of your reservation this will be treated as you cancelling your reservation and we therefore we will not be able to refund or compensate you in any way.

As well as the property please take care of your own items during your stay. Your personal belongings and vehicles (together with their contents) are left at the property entirely at your own risk.

129Didsbury accepts no liability for outside services that we have partnered (food, wine, hair), have recommended (shops, restaurants, pubs, trams, taxis etc) or events / days out for which we have supplied information. All partners & recommendations are based on previous experience & 129Didsbury accepts no liability for the consequences of any actions taken on the basis of our recommendations.

### **129Didsbury Owners' Responsibilities**

We will do our best to give you, our guests, prompt assistance in the unlikely event of any complaints or claims.

In what we would very much hope is the unlikely event that you are unhappy with any aspect of your stay, you should contact us as soon as possible (and in any event with 7 days of the end of the stay) with full details of the problem.

Before you go to the trouble of making a complaint please bear in mind that we are not responsible for any aspect of your holiday other than the accommodation and not for any other aspect of your holiday booked through third parties.

### **Communication and Information**

For the purpose of the Data Protection Act 1998, all personal and other information and details collected by us in the course of our business, belong to us and will not be disclosed to any third party (and/or his representatives) in connection with a reservation.

Provided you have not indicated otherwise, we may use your personal information for marketing our services in the future. We will in any event never transfer your details to any other third party.

If you ever tire of 129Didsbury and wish to be removed from our marketing lists at any time in the future, then please contact us.

This contract will be governed by English Law and subject to the exclusive jurisdiction of the English courts.