

1. **Booking:** At the time of making your booking we will ask you for a deposit equivalent in value to one night's stay. Deposits can be paid by debit/credit card or BACS transfer. Bookings will be confirmed by email once the deposit has been received. The deposit is non refundable in case of cancellation less than 48 hours (for stays of 1-6 nights) or 7 days (for stays of 1 week or more). Payment of a deposit forms the basis of the contract between you and us and you agree to these terms.
2. **Pricing:** Prices are correct at press date and are subject to alterations without prior notice, with the exception of confirmed bookings.
3. **Insurance:** If you have not taken this out we strongly recommend that you do.
4. **Payment for your stay:** Full payment for all accommodation is due on arrival. A credit card imprint will be required on arrival to cover the cost of any loss or damage to your accommodation or keys, this will then be payable on the morning of your departure. If you are departing early in the morning we ask for to be informed the night before, the account may either be settled then, or the amount taken from your credit card the following morning and all relevant paperwork forwarded on. If keys supplied to you are lost or taken away in error, we reserve the right to charge you for these items and to debit them to your credit card at a cost of £25.
5. **Check in and check out:** Earliest check in time is 2.00 pm. The latest checkout time is 10.30 am. It is sometimes possible to offer late check-outs, but this must be agreed with us in advance. Any late check outs not previously agreed will be charged at £10.00 per hour per apartment. There must never be more than the agreed number of people in your accommodation,
6. **Damage & Loss:** You are expected to use your accommodation and its contents with care and are responsible for any damage or loss caused. In particular a large and small towel is available in the apartments for each person booked in. If this is not the case on arrival please immediately notify us. We reserve the right to charge you for any missing or damaged items. An inventory will be provided on arrival to all apartment guests for them to check and sign. We reserve the right to enter the room in case of urgency to carry out inspections, maintenance work, housekeeping or repairs.
7. **Smoking:** The Stable Yard operates a strict no smoking policy in all apartments. Guests are free to smoke outside, and are requested to tidy up all cigarette and cigar ends. Failure to comply with the no smoking rule inside the apartments will result in cleaning and fumigation charges being applied.
8. **Parking:** All cars are parked at the owner's risk and no liability can be accepted for damage caused to vehicles (unless such damage is demonstrably due to our or our staffs' negligence).
9. **Pets:** The Stable Yard does not permit pets.
10. **Complaints Procedure:** We hope that you have a pleasant and enjoyable stay here at The Stable Yard, however if you do experience any problems please bring them to our attention as soon as possible and we will endeavour to rectify them at the earliest time.
11. **Behaviour:** We would request that guests' behaviour is not excessively noisy or disruptive. You will appreciate that for the benefit of other guests, offensive or illegal behaviour will not be tolerated and a guest may be asked to leave the premises without remission of accommodation charges if this occurs. In addition to this we reserve the right to reclaim any compensation we have been obliged to provide to other guests that have been inconvenienced by noisy or offensive behaviour.
12. **Security of your property:** Whilst we will offer you reasonable assistance in tracing lost items you accept that your personal belongings are your own responsibility and we accept no liability whatsoever for any accident, loss or damage to your property (unless such loss, damage or accident is demonstrably due to our or our staffs' negligence). Any items left behind that are posted to you will be charged to the credit card number on file for you. Once the item leaves our hands we accept no responsibility for it.
13. **Liability:** We cannot be held responsible for the loss of public services (e.g. water, gas, electricity) or any disturbance beyond our control. In all cases except personal injury or death, our liability to you for the total of all claims arising out of your stay with us is limited to the cost of the booking.