

When booking your stay at Golden Meadow Apartment Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your booking. Breach of these Terms may result in immediate cancellation without refund.

All bookings are subject to the following terms and conditions:

1. CONTRACT

1a. The contract is for the hire of Golden Meadow Apartment for short term holiday letting and will be formally entered into between the Property Owner ("Owner(s)") and the Hirer ("Hirer") when the required deposit payment has been received and confirmation of booking for the holiday dates sent by email. It is assumed acceptance of these terms and conditions at the point of booking confirmation.

1b. Golden Meadow Apartment is not to be sublet or used for any business or illegal purpose. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking. The owner reserves the right to refuse a booking without giving any reason.

2. BOOKING TERMS

2a. The Hirer (Lead Booker) must be at least 18 years old, upon confirmation of booking this contract binds you (the lead booker) & all the members of the party including pets who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking. The booking is not transferable to anyone else or to other dates without the owner's written agreement.

2b. We require the names, ages, and contact details of all guests. The total number of people staying during the booking period must not exceed the maximum occupancy stated which is 5 people. The number of adults and children must be stated on the booking form at the time of booking, alteration of occupancy may incur an additional fee. We reserve the right to terminate the booking without notice or refund in case of a breach of this condition.

3. PAYMENT, DEPOSIT & SECURITY DEPOSIT

3a. A deposit of 25% of the total holiday price, is payable at the time of booking. Bookings made less than six weeks before arrival date must be accompanied by the full amount of the holiday charge.

3b. The balance of charge must be paid no later than six weeks before the commencement of the holiday. If the balance is not received by the due date then the holiday will be treated as a cancellation and the hirer remains liable to pay the balance of fee.

3c. Payment of the deposit and balance can be paid by Credit or debit card or by bank transfer if preferred, please contact us for bank details.

3d. SECURITY DEPOSIT - The Hirer accepts responsibility for any theft, breakage or damage howsoever caused and agrees to indemnify the owner in full for any loss that we may incur as a result. Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in the accommodation please let the owners know immediately so that we can take the appropriate action. Bookings are subject to a £150.00 security deposit, this will be pre-authorized on the day of your arrival using the card you paid with & will be held for up to 7 days after your check out date, at which point your bank will automatically release it. Please ensure the funds are available to cover this. No money will leave your bank/card unless we need to make a claim on it, charges include but are not limited to

breakages, damages, missing items and extra cleaning (all purchases will be charged at cost, time taken at £12/hour). Extra cleaning is charged if the accommodation is left dirty and untidy; and if stains and/or pet hairs have to be removed e.g. from bedding, carpets or furniture or if dog poo is left in the garden or surrounding areas. The security deposit is forfeited if there is evidence of smoking; or relatively minor damage to fixtures and fittings which are difficult to quantify or repair (e.g. small burns, impact damage and scratches). If the total charges exceed the security deposit, we will send you an invoice for the difference which you agree to pay us on demand. If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result. If you wish to use a different card please contact us before your arrival day. If there are insufficient funds or the card/bank fails to authorise this we will request an alternative.

4. CANCELLATION

4a. All cancellations must be immediately notified by telephone – 01239 814796 and then in writing by email to goldenmeadowbeulah@hotmail.com

4b. If you cancel your holiday more than 6 weeks before it is due to start and we are able to re-let your dates, we will refund you any monies paid to us, less a £50 administration fee and any discount amounts we needed to make to re-let the property. If we are unable to re-let, you remain responsible for the deposit, balance and bond. In this instance your refundable bond will be refunded to you less the administration charge. Any refund due will be reimbursed on your check-in date of your original booking.

4c. If you cancel less than 6 weeks prior to the holiday, you remain responsible for the full holiday charge and bond, there will be no refund unless we are able to re-let your dates. In which case we will refund all or part of the sum you have paid plus the refundable bond, depending on the value of the replacement booking, less our administration fee of £50. Any refund due will be reimbursed at the arrival date of the original booking.

4d. We reserve the right to treat all changes made 48 hrs after receipt of deposit as a cancellation and a new booking.

4e. If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.

5. CANCELLATION INSURANCE

We strongly advise that you take out comprehensive UK travel insurance. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.

6. ARRIVAL & DEPARTURE

6a. Arrivals are from 4pm. If you think you might arrive after 10pm, please let us know to ensure minimum disruption.

6b. Departures are strictly no later than 10am on the last day of your booking. There is no refund for late arrivals or early departures.

Your accommodation will be clean and tidy when you arrive, and you agree to leave it as you found it when you depart in compliance with all health & safety requirements.

7. PETS

7a. Up to three medium sized well-behaved pets are included in the price of your holiday. More are welcome by arrangement & may be subject to a fee.

7b. Pets must NOT be left alone in the accommodation at ANY time. Please clean up after your pet(s) (including sweeping and mopping the floors before you depart, see 3d).

7c. Puppies under 12 months of age are only accepted at the owner's discretion, please contact us to discuss requirements.

7d. We respectfully ask that no bitches in season are brought on holiday, we appreciate that owners cannot always anticipate this, if alternative arrangements can't be made, we can alter your dates of stay subject to availability.

8. HOT TUB

For your safety and enjoyment there are strict rules and guidelines that must be adhered to when using the hot tub. Golden Meadow can be booked with or without the hot tub, should you select to not have the hot tub, the hot tub area will be locked – we are unable to add the hot tub onto a booking after arrival.

8a. The hot tub is used at the risk of guests. Guests using the hot tub should ensure they have read and understand the hot tub guidelines, terms of use and fact sheets, provided in the apartment. If you have any concerns about your ability to use the hot tub, then we would recommend that you refrain from doing so.

8b. Guests understand and take full responsibility for any loss, injury, illness or damage, howsoever caused, that may occur as a result of using the hot tub.

8c. Hot tub cleanliness is paramount. For your own safety it is essential that the water is kept clean as failure to do so results in the water balance changing which seriously diminishes the effectiveness of the sanitising chemicals. We will check the chemical balance of the hot tub periodically throughout your stay to monitor the levels of micro bacteria, this may be up to 3 times a day dependent on usage.

8d. Only guests are permitted to use the hot tub, no visitors are permitted to use the hot tub.

8e. No children under the age of 5yrs are to use the hot tub, children over 5 years and under 18 are not to use the hot tub without adult supervision.

8f. Please avoid using glass in the hot tub area, use the plastic cups provided.

8g. Guests must shower before entering the water and remove sunscreen and makeup.

8h. Please replace the pool/hot tub cover after use to retain heat.

9. HIRERS RESPONSIBILITIES

9a. Any problem or complaint which you may have regarding your holiday and/or any damage, breakages and missing items must be immediately reported directly to the owners or our representatives and we will endeavor to put matters right. Any complaints not reported to us at the time and only reported after you have returned from holiday will not be considered by the owner.

9b. Please remember to lock the doors, switch off the lights and close the windows when you leave the accommodation. Please note that in the event that any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.

9c. Children under 18 years old must always be supervised by an adult when in the accommodation and grounds, and when using WiFi and Freeview TV.

9d. There is parking on-site for multiple vehicles. We do not accept liability for theft of, or damage to, vehicles and/or their contents unless caused by our negligence.

9e. Domestic electric vehicle chargers (commonly known as a 'granny charger' or a 'trickle charger') are not suitable for use at the property and are strictly forbidden. You are liable for any damage or loss suffered by us due to your unauthorised use of domestic chargers.

9f. Smoking/vaping is not permitted.

9g. You must not cause a disturbance or nuisance to us or our agents, or neighbours. We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking may impair the enjoyment, comfort or health of others. Please be advised that no extra overnight visitors are allowed to stay at the property.

9h. Please do not move any furniture from one room to another or any of the indoor furniture, furnishings or bedlinen outside.

9i. We or our agents may enter the accommodation at any time with reasonable cause, e.g. for maintenance or meter reads, but we will always try to minimise any disruption to your holiday.

9j. LIABILITY- The owners, their employees and representatives, shall not be liable to you or your party for loss or damage to any personal property howsoever arising. You must take all necessary steps to protect and safeguard your personal property.

9k. Left Items - we can post items to you on request for the cost of postage and packing plus £10 administration fee. Left items will be kept for no longer than four weeks.

10. We reserve the right to make reasonable amendments or additions to these terms and conditions without notice. Golden Meadow Apartment is privately owned and is based at our home. We expect all guests to enjoy the facilities and treat it with the same respect that they would with their own home.

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