

Gallery Apartment, 7 Crown Street, Oakham LE15 6AE

TERMS AND CONDITIONS

Reservation

All reservations will be confirmed by post or email and until this occurs no booking has been made.

Deposit & Payment

A deposit of 25% should be received no later than 5 days following confirmation of your booking. Full payment for your stay should be received no later than 28 days prior to your arrival.

Any booking made within 28 days of the commencement date must be paid in full on booking.

Cancellation Policy

In the unfortunate event that you have to cancel your stay the deposit only be refundable if the apartment is re-let for this period. We will endeavour to re-let the apartment in all cases.

If you cancel within 28 days of your arrival date you will be charged the full amount of your booking unless the apartment can be re-let in which case the full amount will be refunded less the 25% deposit.

Cancellation by Owner

We reserve the right to cancel the booking or to curtail the letting at any time. In the unlikely event of this happening we will refund proportionate monies in relation to the booking, however we will not be liable for any losses, expenses or costs incurred by you in consequence upon the cancellation nor for any damages or breach of contract.

Once you have arrived at the apartment we reserve the right to ask you to leave in the following situations:-

- i. Nuisance such as noise
- ii. Unacceptable behaviour or disturbance towards local residents
- iii. Vandalism
- iv. Damage or destruction to the property or grounds.
- v. We will not be liable to pay any refund or compensation if we cancel your booking in accordance with i to iv above.

Our Obligations

- We will ensure the apartment is clean and tidy upon your arrival.
- We will provide bed linen and towels for use during your stay.
- We will provide electricity, water and gas.
- We reserve the right to enter the apartment at any reasonable time, giving reasonable notice, to make an inspection or to carry out repairs or maintenance.
- We accept no liability for any accident, loss or damage to you or your property unless such loss, or accident is due to our negligence.

Your Obligations

- It is essential that any defect or shortage is reported to us as soon as possible to ensure the problem can be resolved.
- If any problem arises whilst you are staying at the apartment we would appreciate being advised immediately.
- Guests are to leave the apartment in a clean and tidy condition and pay for or replace any loss or damage incurred during their stay.
- You will take proper care of the property and its contents.
- The apartment is strictly non smoking.
- No additional visitors are to stay overnight without our permission.
- You are responsible for arranging your own insurance cover.

Arrivals and Departures

The accommodation is available from 4pm on the day of arrival (or earlier by arrangement) and must be vacated by 10.30am on the day of departure.