

Terms and Conditions

Payment information

Please enclose your deposit (£100 for a full week, £75 for a short break) with this form.

Cheques should be made payable to **North Mere**.

If you wish to pay directly into our bank account please contact us for our bank details.

When we have received your booking form we will acknowledge your deposit/full payment within three working days. With the full payment we will also send directions and details of what to do when you arrive.

Provisional bookings

These can be made by telephone or email but must be followed up by a completed booking form and deposit/full payment sent to arrive within 7 days (10 days if the booking is made from overseas).

Deposit and final payment

A deposit of £100 is required for each week of a proposed booking and £75 for a short break. The balance is due six weeks before of the start of the holiday. If the booking is made within six weeks of the of date arrival, then full payment is required.

Cancellations

If you have to cancel your booking, 50% of the full amount will be refunded provided the cancellation is made at least 28 days before the date of arrival. If cancellation is made within 28 days of arrival then payment is non-refundable. If however, we manage to re-let the property, you will be given a full refund minus the deposit. We recommend that you take out holiday cancellation insurance. Non-payment of a deposit or balance due by the specified date will be assumed to be a cancellation.

Cots and highchairs

A cot and highchair are available upon request. No linen is provided for the cot. Please discuss before hand.

Access statements and safety certificates

Access statements, together with copies of gas and electrical appliance and wiring tests, as well as public liability details, are available on request.

Duration and times of letting

Your accommodation is available from 3pm on the day of arrival, and you must vacate by 10am on the day of departure, unless otherwise agreed.