

Terms and Conditions of staying at The Ramsgate Holiday Flat

Reservations and Cancellations

Booking the flat. Dates reserved either by telephone or through the website will only remain reserved for 7 days. During that 7 day period a completed booking form, accompanied by the deposit, must be received to secure the booking.

The Deposit is 25% of the full cost of booking.

The Remaining Balance is 75% of the full cost of booking and is payable in full at least 4 weeks in advance of the date of arrival. Non-payment of the Remaining Balance in full will be treated as written Cancellation (see below).

A Security Deposit of £250 is payable at the time that the Remaining Balance is paid in order to secure the booking.

Any booking made within 4 weeks of the date of arrival must be paid in full (Deposit + Remaining Balance) along with the Security Deposit at the time of the booking.

Cancellation Policy

We strongly recommend that you take out Holiday Cancellation Insurance.

Any cancellation of your booking must be notified to us in writing. If a booking is cancelled more than 8 weeks in advance of the date of arrival, any money paid by you will be returned to you in full.

If a booking is cancelled less than 8 weeks but more than 4 weeks in advance of the date of arrival, the Deposit will be forfeited in full. Any other money paid by you will be returned to you.

If the booking is cancelled less than 4 weeks in advance of the date of arrival, we will try and re-book the flat. If the flat is re-booked we will refund to you your Remaining Balance, less any shortfall. If we are unable to re-book the flat, the Deposit and the Remaining Balance will be forfeited.

Arrival and Departure times

Arrival time is 4pm on the date of arrival. Later arrival times can only be accommodated by prior arrangement.

Departure time is 10am on the date of departure.

There is de-regulated on street parking available on and around Wellington Crescent.

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Rules

Smoking. Please do not smoke inside the flat or in the communal areas.

The fireplaces are blocked. Please do not attempt to light any fire. There is a smoke detector in the hall.

No pets without prior written permission.

Antisocial behaviour. The flat has no-one above, but has neighbours to the sides and below. You are asked to be considerate during your stay. If in our reasonable opinion, or in the reasonable opinion of an official you behave in a way which causes or may cause offence, danger, damage, upset or alarm to anyone or to the property we reserve the right to terminate the occupation of the flat by the person or people concerned.

Any criminal behaviour, in whatever form, will immediately terminate any contractual rights of occupation of the flat by the person or the people concerned.

The flat must not be occupied by more than 4 people. This includes children, of whatever age.

Please ensure that any children are properly supervised.

Access. The owners reserve the right of access to the flat at any time, upon reasonable request or in the case of an emergency, immediately.

Breakages. An inventory is left as part of the welcome pack. Any missing or damaged items must be reported to us by the end of the first 24 hours of your stay. You are liable for any breakages or for any loss or damage to the property which occurs as a result of your stay. The cost of replacing breakages or repairing damage will be deducted from your Security Deposit.

Cleaning. The flat and its contents should be left in a clean and tidy condition upon departure. Any unreasonable soiling, wear or damage to the flat will incur an additional charge.

The use of the flat is undertaken at entirely your own risk and no responsibility is accepted for any injury, loss or damage to any occupants of the property.

The Flat is let fully furnished and we have provided all utensils and cooking equipment. All heating, electricity and water, linen and bath towels are provided. We do not accept responsibility for any consequential loss or damage as a result of a failure of public utilities.

Complaints. If you feel you have a complaint, please bring it to our attention as soon as it arises. No complaint will be entertained after the stay has concluded.

Please note that because the flat is on the top floor it may not be suitable for those with mobility difficulties.