

Payment Terms:

Booking Deposit:	Accommodation Fee Deposit 25% > 3 Months
Final Payment 3 months before booking date:	Accommodation Fee Balance 75% + £65 Surety
Written Cancellation Notice > 3 months:	Accommodation Fee Balance Refund If Paid In Advance, Less £25 Admin Fee
Written Cancellation Notice < 3 months:	Refund Surety. Accommodation Fee Balance Refunded If Re-Let, Less £25 Admin Fee
Non-Arrival:	Refund Surety
Following Departure:	Refund Surety Less Cost Of Any Agreed Loss Or Damage

STANDARD TERMS:

General Terms: Thank you for choosing to book with Waterloo Studios. We look forward to welcoming you. When you make this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Payment: For all bookings we require a deposit of 25% of Booking Fee to confirm the booking, if the date is more than 3 months forward, otherwise 100% will be required plus £50 Surety. We will charge this to your credit card, or you must make sure that postal payment reaches us within 7 days of making the booking. We will send you an email or letter confirming the booking and reminding you of any outstanding balance. The balance must then be paid at least at least 3 months before the start of the holiday. For holidays that are to take place within 3 months of making the booking, the full balance is due on booking, plus the £50 Surety. This is refundable after check out, less the costs of any agreed loss or damage.

Prices: The price of the accommodation includes Electricity, Linen, Towels, Hot water, Central Heating and Welcome Basket. We are happy to make special arrangements to suit the occasion, by prior agreement.

Smoking: For the comfort of all guests, smoking is not invited indoors.

Pets: For the comfort of all guests, we regret that we are unable to accommodate pets.

Cancellation and Insurance: Once you have booked your holiday, our agreement is a legal contract and your deposit is non-refundable within 3 months of booking date. If for whatever reason you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even if we have not yet received your balance. If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it, less a £25 administration fee. Please note that your deposit is not refundable under any circumstances. For this reason we strongly recommend that you take out cancellation insurance, which is inexpensive and can be obtained from any good broker.

Non-availability Of Accommodation: We would only cancel your holiday if your accommodation becomes unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation. However if this is not possible, or is unacceptable to you, then we will refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

Arrival: Your accommodation will be available to you from 14:00h on the day of arrival, unless otherwise arranged. Please try not to arrive earlier –we will still be busy preparing your accommodation, and we want you to be greeted in the best possible style. We will have supplied you with full arrival information prior to your visit.

Departure: Please be ready to leave the accommodation by 10:00h on the day of departure, unless otherwise arranged. Please try to leave the accommodation as clean as possible. If you have made use of any further service for which payment has not been made during your holiday, we will provide you with an invoice which is payable on departure.

Damages & Breakages: Please take care with our properties. You are responsible and liable for any breakages or damages that you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of £25.00 if you did not report this.

Liability: We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to have been caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Internet Access: Guests will be responsible for the nature and content of data accessed by WiFi service.

Data: Any data collected during the course of this booking may be kept on computer.

We look forward to welcoming you to Waterloo Studios.