



Sue & Philip King
Wick Farm, Lacock
Chippenham SN15 2LU
Tel: 01249 730244
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Terms and Conditions

1. You may collect your key after 4pm on your arrival date and we require you to vacate the property by 10am on your day of departure.
2. You agree to keep the premises clean and tidy and you undertake to leave the accommodation in the same state of cleanliness and general order in which it was found. For stays in excess of two weeks, we will undertake to clean the cottage on vacation. This must be agreed before arrival and will be subject to the payment in cash of an agreed amount at the commencement of the stay. We ask that you report any damages or breakages to us (fair wear and tear excepted) when a small charge may be levied.
3. The number of persons using the holiday accommodation is not to exceed the maximum allowed, nor may you change the make up of the party during the course of your stay without notifying us.
4. The owners of the holiday property, or their representative, are permitted to access the property at any reasonable time during your stay. The owners are entitled to repossess the property if they believe damage has been caused or is likely to be caused.
5. If you are forced to cancel your holiday a cancellation charge will be payable dependent upon the number of days between our receipt of your notice of cancellation and the date your holiday was due to begin, as follows:

Number of days notice of cancellation received	Amount payable
More than 56 days (8 weeks)	Loss of deposit (ie 40%)
29-56 days	50% of total cost
15-28 days	75% of total cost
1-14 days	90% of total cost
On day of arrival or later	100% of total cost

HOLIDAY/TRAVEL INSURANCE IS RECOMMENDED

6. **Complaints.** The owners will do everything in their power to ensure that you have an enjoyable holiday but sometimes things do go wrong. We will investigate any complaint and take the necessary steps to resolve any problems as soon as we possibly can.