

BOOKING PROCEDURE FOR RIVENDELL COTTAGE

We hope that the guidelines below will assist you in booking your holiday accommodation.

RESERVING THE PROPERTY

Please contact Sarina Duncan to make a booking, either by e-mail sarina.duncan@virgin.net or telephone 01479 821129, mobile 07743496042.

Once you have made a reservation I will send you a booking form along with the terms and conditions of renting the property.

PAYING YOUR DEPOSIT

A 30% deposit is required.

I will require a completed booking form together with the deposit cheque 3 days from your telephone reservation, otherwise the booking will automatically lapse and you will not be notified.

I will then e-mail or send you confirmation with the date the balance is to be paid. It is your responsibility to keep me informed if there is any delay in the sending of your deposit.

If your booking is to commence within 8 weeks, the full amount is payable.

PAYING YOUR BALANCE

Your balance becomes payable 8 weeks prior to arrival. I do not send out reminder letters, but if you can be contacted by email I will endeavour to contact and remind you, the balance is payable.

CANCELLATION OF BOOKINGS

It is essential that you cover your booking with cancellation insurance, as deposits and balances are non-refundable in the event of a cancellation by you.

We will endeavour to re-let the property and, if successful, will refund your deposit/balance in full less a £50 administration fee.