

# Terms & Conditions

## **Check-in**

3pm is the earliest we can accept guests

## **Check-out**

Check out is 10am unless a late check-out has been arranged prior to the stay.

## **Dogs**

Please see our notes on dogs at Sporting Heights before booking.

## **Children's safety**

Please note that there are stairs to the first floor. It is recommended that children are supervised when using them.

## **Service to the house**

Heating and electricity are included in the price, together with some logs for the wood-burning stoves. Linen (except cot linen) and towels are provided. We also provide toilet tissue, soap, dishwasher tablets bin bags and washing tablets to start your holiday.

## **Complaints / Equipment faults etc.**

If you are having a problem with any of the equipment in the property or have feedback about the service or standard of accommodation, please do so at the time the problem occurs by first contacting us when applicable on 07899994466 and we will endeavour to rectify any problem for you.

## **Inspection and Maintenance**

We or our representatives, shall be allowed access to the house at any reasonable time for inspection or maintenance.

## **Damages and Breakages**

Please take good care of our house. Guests are asked to leave the house in a neat and tidy fashion with all bins emptied and all dishes washed.

If you find any issues upon your arrival, please do draw it to our attention as it is our wish to ensure that everything is correct for your stay with us. You are responsible and liable for any breakages which you cause to the accommodation or its contents. We do not normally charge for minor breakages, but you will be held responsible for repair or making good if we consider that the damage or breakage is significant.

Please report without delay any defects in the property or any breakdown of equipment or appliances. Arrangements for repair or replacement will be made as soon as possible. We reserve the right to charge a returnable deposit/bond against any damage that may arise.

## **Smoking**

Smoking is not permitted in any of the house.

## **Anti-Social Behaviour**

In booking Sporting Heights you agree to be reasonable and considerate and not cause excessive disturbance. If we consider that you have behaved anti-socially, irresponsibly, or have caused significant damage to the property or the property of others, we are entitled to terminate your let immediately without a refund.