



## **Terms and Conditions of Hire**

Booking a Property with GBC Holdings 2017 Ltd (T/A Cornell Lettings).

1. Payment remains 2 weeks in advance at all times. Any alternative arrangement must be in writing.
2. Dates booked are reserved only by payment and the property will be re-let if payment is not received by the due/agreed date.
3. Cancellation after 2 weeks is not refundable and payment is due in full. Prior to 2 weeks the bond is not refundable.
4. Refunds are at the discretion of the Management of Cornell Lettings unless pre-arranged and in writing.
5. The Owner reserves the right to re-let the property if payment, in full is not made on time.
6. Keys are to remain in the key safe provided. All tenants are responsible for the key for the property, replacements will be charged at £50 and if the lock is damaged or needs to be replaced the cost is the responsibility of the customer.
7. You are required to keep the property, fixtures and fittings in a clean and tidy condition. And we expect the condition to be maintained throughout your stay.
8. ALL guests must respect Waterside Park rules; a copy is in each property.
9. You are to make yourself aware of the "in case of FIRE" procedure also in the property.
10. Housekeeping is arranged. Extra hours will be charged, if there is no key available the clean cannot be done and will still be charged.

11. The Owner and the staff of Cornell Lettings retain the right to access the property at all times with 24 hour's notice, or if a repair is reported.
12. The Owner reserves the right to terminate the booking, without refund, if the behaviour of any person staying in the property is considered by the owner, Cornell Lettings or the management of Waterside Park to be unacceptable or if the number of Guests exceed the number booked and paid for.
13. Should the property not be available for any reason the owner or Cornell Lettings shall either offer alternative similar accommodation or give a refund pro-rata of the time not available. The owner's liability is limited to the refund of such monies.
14. Cornell Lettings should be informed of any breakages, damage or breakdowns in order to replace or rectify the problem in a timely manner. The person/s booking or staying in the property are responsible for the cost of the Breakages or repairs if not considered wear and tear.

By making payment you are accepting the Terms and Conditions above.

If you are unclear on these matters or need to report a problem, contact details are as follows:

[info@cornell-lettings.co.uk](mailto:info@cornell-lettings.co.uk)

Gail: 07793 381037

Emergencies ONLY: 07548 780227