



ANIMALS AND CLEANING RULES

ANIMALS

Our property is pet friendly and we welcome dogs, cats and other pets by negotiation. Your well-behaved pets are welcome inside but please do not let them on to any furniture (unless you have brought your own rugs/sheets to cover the furniture). Guests are required to remove ALL TRACES of an animal being present at the property. This includes (but is not restricted to) any fur/hair, food, stains, smells or faeces. Any damage caused by the animal must be repaired and reported to us (and will be charged back to you). This includes damage to screens, paint work, furniture, gardens etc. Additional time that is spent cleaning up after animals will be charged to you.

ALL animals MUST be restrained on a leash or by other means for the safety of all guests at the park.

FAILURE OF SERVICES OR EQUIPMENT/APPLIANCES

We make every effort to ensure the property is ready for you to enjoy your stay. Where a problem is experienced (e.g., by failure of equipment such as air conditioner, refrigerator, hot water service, microwave, toaster or kettle or services such as power, water) please report it to us via UHF channel 17 or directly to the office staff. We will do our very best to get the item or service fixed, restored or replaced as quickly as possible. However, it may not always be possible to achieve this during your stay. This is not grounds for a refund or compensation for any loss you may have incurred.

CLAIMS:

The accommodation must be returned to us in the condition presented on arrival, other than basic cleaning (floors, surfaces, beds). Breakages or damages not caused by normal wear and tear (animal damage does not constitute normal wear and tear) will be charged to you. Any additional cleaning costs for the property or its contents will be charged to you.



Charges will be imposed if the accommodation is left in an unreasonable condition, e.g.:

- Dishes and utensils not cleaned, dried and placed back into storage box
- All items used are not cleaned (such as microwave, fridge, frypan etc)
- Rubbish not removed and disposed of in the outside bins (and any excess rubbish removed from the property)
- Doors/Windows not closed & Air Conditioner not turned off
- Lost or damaged remote controls
- Misplaced keys
- Animal mess/hair being left
- Furniture not being left in its original position
- Property is damaged in any way
- Contents are missing or damaged in any way
- Your Tariff is inclusive of a standard clean. Extra will be charged for marks on walls/glass, furniture etc.

Any additional charges will be charged to the Guest at replacement/repair cost plus 25%.

ADDITIONAL CHARGES

Where you have incurred additional charges, you authorise us to invoice you for this damage and you agree to pay the amount charged within 7 days or to provide a detailed explanation for our consideration. Failure to pay the amount owing, unless we consent, will result in legal action and all costs of that action will be charged to you.