

3 Alexandra Place - Terms and Conditions

Thank you for choosing to book with Nathan & Sue at 3 Alexandra Place; we look forward to welcoming you. When you make this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

General

Bookings must be made by a person who is at least 18 years of age.

At least one member of the group staying at Alexandra Place must be at least 18 years of age.

We do not permit bookings of more than 21 days.

We reserve the right to decline any booking.

The property is let to customers on a "licence to occupy" agreement and NOT on a "tenancy" agreement. This means that staff are permitted to enter the property, without permission, in order to undertake their duties (e.g. emergency maintenance, cleaning, etc; in line with that available in hotels).

Prices

The price of the accommodation includes the following:

Electricity, Oil, Linen, Cleaning, Hot water, Central heating. (You will need to bring your own towels)

Use of the EV charger is an extra requiring a £50 deposit to cover usage, which is charged at 20p per kWh or our utility providers unit price plus 20% whichever is the greater. We will refund any unused credit or invoice you for additional usage after your stay.

Pets

Pets are not permitted.

Cancellation and Insurance

When you make your booking and we have received the required deposit to secure the booking, a legally binding contract exists between us.

You can cancel your booking at anytime up to 14 days before your arrival date and will receive a full refund less any third part fees. Cancellations between 14 and 7 days before your arrival date will receive a 50% refund less any third party fees.

While we offer a relaxed cancellation policy, If for some reason you do need to cancel, it is important that you tell us at the first opportunity so that we may attempt to re-let the accommodation. You should take out cancellation insurance to protect you against possible loss.

We will allow you to cancel your booking but you must do so by email or in writing. We will acknowledge receipt of the cancellation by return. Please do not consider the booking cancelled until you receive our confirmation.

Non-availability of Accommodation:

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

Arrival

Your accommodation will be available to you from 5.00pm on the day of arrival, unless otherwise arranged. Please try not to arrive earlier we will still be busy preparing your accommodation.

Departure

Please be ready to leave the accommodation by 9.00am on the day of departure, unless otherwise arranged. Please try to leave the accommodation as clean as possible.

Damages and Breakages:

Please take care with our property which is a no smoking establishment. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant.

EV Charger

An EV type 2 charger is available at extra cost for your use, we aim to make this available for you but if for any reason it is unavailable or becomes unavailable we will refund the additional deposit for its use less any charges for energy use.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Data

Any data collected during the course of this booking may be kept on computer in accordance with our Privacy and Cookie Policy.

We look forward to welcoming you to Alexandra Place.

Payment Details

Alexandra Place uses PayPal, Stripe to accept payments. For all bookings we require a deposit to be sent via PayPal, Stripe, Bank Transfer or a cheque for 25% of the full booking fee as a deposit to confirm the booking. You must make sure that this reaches us within 10 days of making the booking. Once this is received, we will send you an email or letter confirming the booking and letting you know what the outstanding balance is. The balance must then be paid via PayPal, Strip Bank Transfer

or Cheque at least 3 weeks before the start of the holiday. For holidays which are to take place within 3 weeks of making the booking, the full balance is due on booking. Cheques should be made payable to Nathan & Sue Winyard and sent to Turnhams Farm House, Pincents Lane, Reading RG31 4TT

Phone and Wifi Charges.

Phone and Wifi is included free of charge for all phone calls to UK landlines of less than 60 minutes duration. Unlimited wifi data is also included. Charges for non-inclusive calls will be invoiced following your stay. All chargeable phone calls will be charge at Plusnet's published rates + 10%. The current rates can be found at <http://www.plus.net/residential/tariffs/homephone.html> at the time of publication (Dec 2018) Mobile Phone calls will be charged at 20p per minute.

Parking

Alexandra place is an exclusive cul-de-sac servicing two properties, there is space for only one car outside the garage of 3 Alexandra Place. If you require more parking or have visitors, the owners of No1 are unlikely to object if you park at the rear of the Black Dog Delhi and their access and egress is not obstructed. Please do not Park directly outside No1 Alexandra Place.