

AbbeyCroft, Shap – Booking Conditions 2025/2026

Thank you for taking the time to visit our website – hopefully all the information you need to know before booking is here (if you have any further queries please contact us). These are our standard booking T's & C's

The House has 3 double bedrooms and one Twin bedroom, there is also a compact cot and a foam 'Z' bed suitable for a child up to the age of 7 which is available on request. This enables an occupancy of up to 8 adults, plus one child and one infant – we have no objection to other infants staying if guests can bring their own travel cots and let us know. The booking allows sole use on a fully self-catering basis by the named booking party of AbbeyCroft, the garden and private off road parking for up to 4 cars – for the agreed term of the booking as stated in the invoice / booking confirmation.

- A booking will be deemed pending and not be confirmed until the **deposit** stated on the invoice has been paid in full and funds cleared into our bank. The **Hirer** has 48 hours from receipt of invoice to make payment of the deposit and so confirm their pending booking (after this time we have the right to discuss the requested dates with other interested parties).
- Payment will be via Bank Transfer (I am afraid we are unable to take debit or credit card payments at this time)
- We charge a fixed rate **£100.00 cleaning and laundry charge** per visit – should you require bed linen or towels to be washed during your stay there is washing machine available for use free of charge.
- There is a **£200.00 refundable accidental damage/loss deposit** that will be charged with the booking price. Should any loss or damage be noted by our housekeeping team we will notify you within 5 days of departure and indicate the value being retained. The balance will be returned by bank transfer only to the account from which the booking was initially paid and within 5 days of departure.
- 1 set of bed linens per bed, 1 bath towel and one hand towel will be provided per bed space (up to 8 bed spaces – for each booking. A washing machine is available at the property should you wish to wash any linens during your stay)
- The booking confirmation will state the arrival and departure dates clearly. Arrival is usually from 4pm and departure is before 10 am. Any variation of this may incur additional cost to the hirer.
- Guests will not sublet at any time during their accepted booking
- Guests will not hold any event, meeting or party for persons outside their booking group – without express prior permission.
- We may ask for copies of a photo ID for the lead hirer and confirmation of home address; prior to accepting a booking - We accept payment to be via bank transfer.
- Access arrangements will be forwarded to hirers 24 hours prior to their stay commencing.
- There is a strict NO SMOKING policy within the house.
- Brackenslack Limited reserves the right to decline any booking enquiry without prejudice.

Payment Terms

- **Pro forma quotation shall be sent to the hirer which holds the dates for 48hrs to enable payment to be made by bank transfer.**
- **A £200 deposit shall be paid on booking with 50% of the balance to be paid within one calendar month , and remainder of balance payable one calendar month before arrival.**
- Should payment not be made, then the Owners reserve the right to cancel the booking under the same terms as if the Hirer had instigated the cancellation – terms as below.

Cancellation of Booking

- Confirmed Bookings may only be cancelled by the **Owners** of AbbeyCroft (Brackenslack Limited) in the instance that the property or facilities are assessed to be not fit for purpose, or uninhabitable, by measure of damage or breakdown that is irreparable prior to the booking date – in this case repayment in full will be made and offer of future discounted booking made. – Or that the booking has not been paid for in full or by unforeseen extreme changes in circumstances the company is unable to continue offering the rental (example is closure of accommodation by law)– in which case repayment will be made in full by the company.
- If cancellation is instigated by the **Hirer within 48 hours of booking confirmation** this will be accepted and refunded in full (except for a £50 administration charge).
- If cancellation is instigated by the **Hirer** for a booking that is due to commence **more than 7 days away but after the initial 48 hour booking grace period has expired**, then the security deposit, cleaning charge and 50% of the nightly rental charge fee will be repayable to them if the full charge has already been paid. In the case that the full payment for services has not been made then the Owners reserve the right to retain up to 50% of the accommodation charges already paid
- If cancellation is instigated by the **Hirer** for a booking that is due to commence within seven days of the notice to cancel being given then only the £200.00 Damages/loss deposit and £100 cleaning charge will be repayable to them.

- All cancellations must be notified by email to enquiries@abbeycroft.info quoting the name and address of the lead party member and booking period.

Dogs / Pets.

We do allow well behaved dogs by prior agreement.

- If permission is given for dogs to accompany guests, then we ask that they are not left alone at any time in the property
- We do not provide dog bedding or food bowls.
- Pets will only be permitted on furniture if the owners bring their own throws to cover furnishings appropriately.
- We ask that guests clean up fully after their pets – should the house or garden require additional sanitisation then this may be charged back to the hirer.

Other types of pets may on occasion be permitted by prior special agreement – please contact us if you have a special request!

Special Offers and Discounts

Offers and discounts may be offered by the property owners at their discretion either prior to or at the time of booking, the terms of these offers will be made clear to the hirer – and the hirer shall accept and abide by these terms. Any subsequent change to the booking may render the special offer void.

Safety/Security / Personal Possessions

AbbeyCroft is a home which is let for private Self Catering holidays – as such we do ensure that facilities provided are fit for purpose, regular servicing is carried out on appliances, that our smoke alarms and fire detection systems are operational (AS SUCH THIS IS A NO SMOKING PROPERTY) and there are additional fire extinguishers in the property.

Should any accidental damage or breakages occur to property within the house please let our housekeeping team or owners know so that repair or replacement can be made. Damages or losses noted after the hirer has left the property may result in the security deposit being withheld in full or in part

Having said that we ask our guests to ensure their own general health and safety as they would in their own homes – **please do not leave children or animals unattended in the property or in the garden areas at any time.** Any personal possessions brought into the property during your stay are brought onto the premises at your own risk. We ask that windows and doors are secured when you are away from the property during your visit and when you depart.

We do reserve the right to use CCTV monitoring and recording equipment for security purposes. Should monitoring be active then we guarantee to guests that video monitoring is not carried out inside the house or covering any other zones but the entrances and exits from the property.

On Departure

- We request that on departure guests empty all bins of waste and deposit waste in sealed bin bags within the marked Holiday Let bins only – rubbish deposited not within sealed bin bags may incur an additional charge – glass, plastics, cardboard and paper can all be recycled at the local recycling point.
- The refrigerator and freezer should be emptied of all food stuffs and left in a clean state (no obvious spills or debris)
- All kitchen wear, pans, plates and cutlery should be washed, dried and returned to the cupboards where they came from.
- Any fresh foodstuffs should be removed from the property.
- Please advise our housekeeping team of any breakages, spills, stains, losses or other issues that may require attention.
- Please leave household items where you found them, and as you found them.

(it would help if you would kindly strip the beds of any used bed linen and leave this and used towels in the corridor ☺)

Our housekeeping team only has limited window to prepare the house for future guests - so unfortunately we will have to levy a charge of £15/hr for any additional unexpected deep cleaning that is required as result excess grime, heavy use / marking or damage caused by guests., *Please remember this is self-catering not a fully serviced hotel situation, we do provide a variety of cleaning products to get you started -these are under the kitchen sink and in the utility room for day to day use – if you finish a particular product please replace it – thank you*

Paying for a booking with us constitutes acceptance of these terms.

Apologies for such lengthy T&C's - but having used self-catering rentals ourselves we much prefer to get the 'nitty gritty' out in the open to start with! The Round House is a home from home – we love it, respect it and hope that you will too