

## Reservation Policy

CHECK-IN TIME - Please can you ensure you do not **arrive at the property before 3pm.**

CHECK-OUT TIME - Please ensure you **leave by 10am to maintain our cleaners schedule.**

PAYMENT **50% is due at time of booking** and **final payment is required 6 weeks prior to arrival.** Non-payment by the due date may, at the sole discretion of the owners of 19 Evening Star, treat the non-payment as notice of cancellation.

A REFUNDABLE DAMAGES DEPOSIT of £100 is required. This is a security/damage deposit and is required at time of booking and fully refundable within 7 days after check out provided the following provisions are met :

No damage is done to the property or its contents.

All debris, rubbish and discards are placed in the BIFFA bin by the entrance gate

All soiled dishes are washed and put away.

No linens or towels are lost or damaged

\* We do not charge extra for cleaning however we would hope guests will leave the chalet clean and in good order.

MAXIMUM OCCUPANCY at Evening Star is 2 persons.

Evening Star is a NON SMOKING property.

BREAKAGES & DAMAGES - Please **notify us** of any breakages or damages found at the property upon your arrival which may have been cause by previous guests prior to vacating, or if caused by yourselves.

The property owners assume no responsibility for illness or injury that humans may incur while on the premises.

### Cancellation Policy

To receive a refund, guests must cancel within 48 hours of booking, and the cancellation must occur at least 14 days before check-in. Cancellations within 30 calendar days from the day of arrival will result in a cancellation charge of 50% of the full rental fee. Cancellations within 7 days from the day of arrival will result in a 100% charge of the full rental fee. The owners of 19 Evening Star reserve the right to cancel a booking at their sole discretion up to 14 days prior to the arrival date with a full refund.